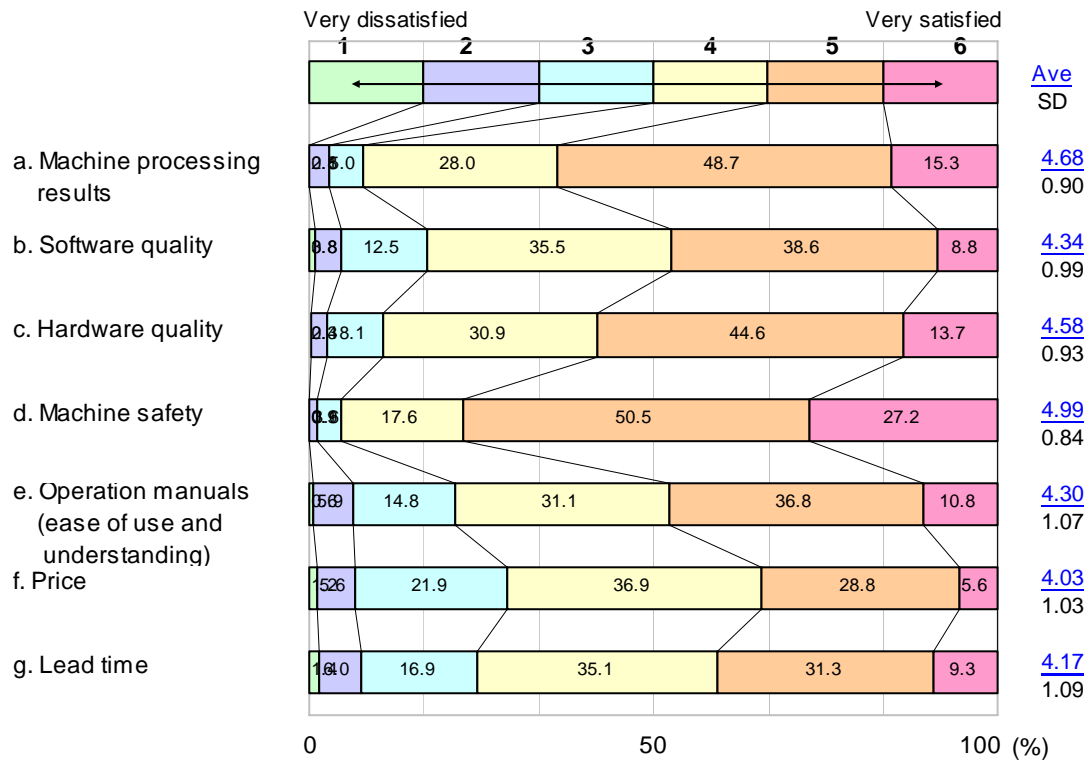


Survey Overview

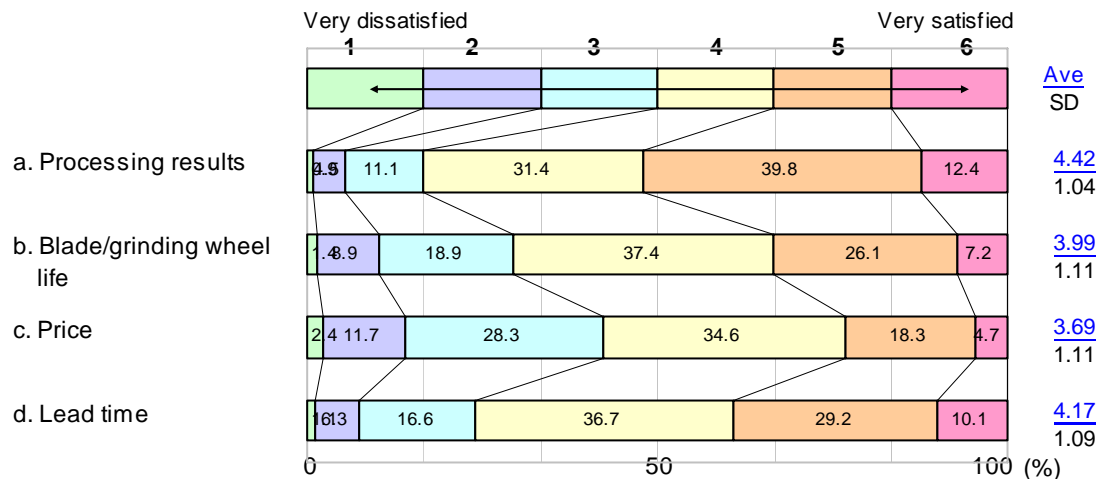
Purpose of the Survey	This survey aims to understand how DISCO has been evaluated by customers and to provide feedback of customers' needs.
Content of the Survey	This survey asks for levels of customers' satisfaction and for comments on DISCO products and services.
Subject of the Survey	The user of DISCO products.
Survey area	Asia, EU, Japan, and U.S.A.
Survey method	This survey uses the Internet (using facsimile and E-mail in part) to ask customers to answer specific questions or write their comments freely.
Language	Chinese(Simplified), Chinese(Traditional), English, French, German, Italian, Japanese, Korean
Survey period	2004/10/04 - 2004/10/24
Number of respondents	798
Response ratio	36.3%

Equipment and Blades/Grinding Wheels

Q1 Regarding DISCO machines that you are currently using, please indicate your level of satisfaction with each of the following items.

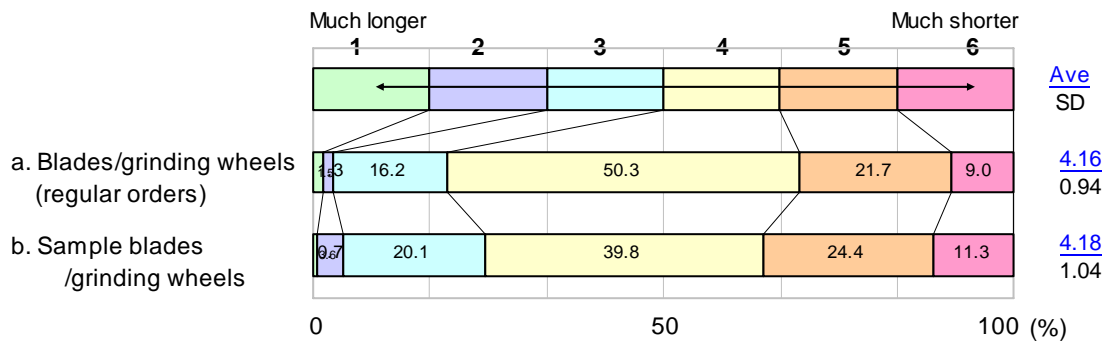


Q2 Regarding our blades and grinding wheels that you are currently using, please indicate your level of satisfaction with each of the following items.

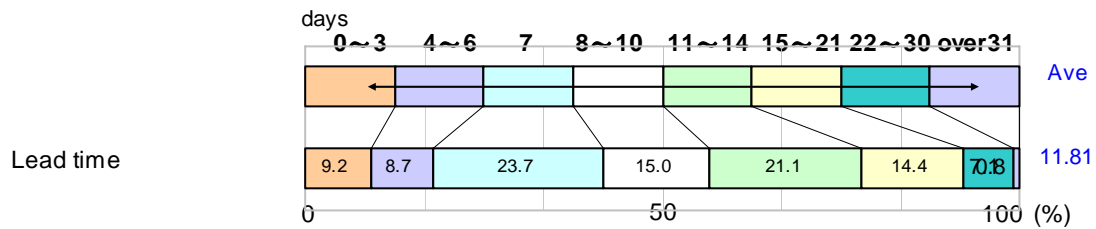


2004 DISCO Customer Satisfaction Survey

Q3 In the last year, how have lead times for blades and grinding wheels changed?



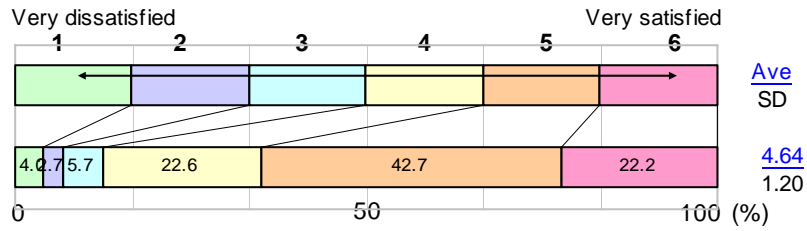
Q4 What do you feel is a reasonable and acceptable lead time for blade/grinding wheel (regular orders) delivery?



Q5 We welcome any comments regarding DISCO machines, blades, grinding wheels, operation manuals, and lead times. Feel free to comment on areas of dissatisfaction or provide suggestions for improvement. (exception)

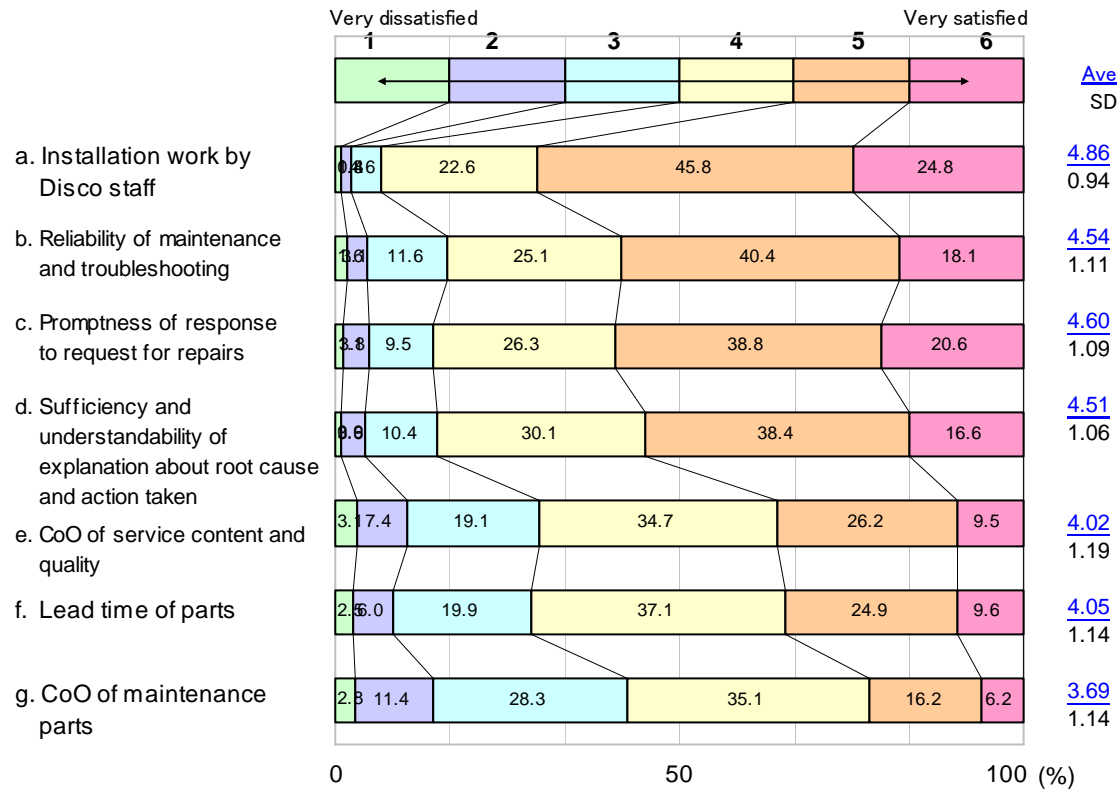
Service

Q6 Regarding your most recent test cut, please indicate your level of satisfaction with each of the following items.



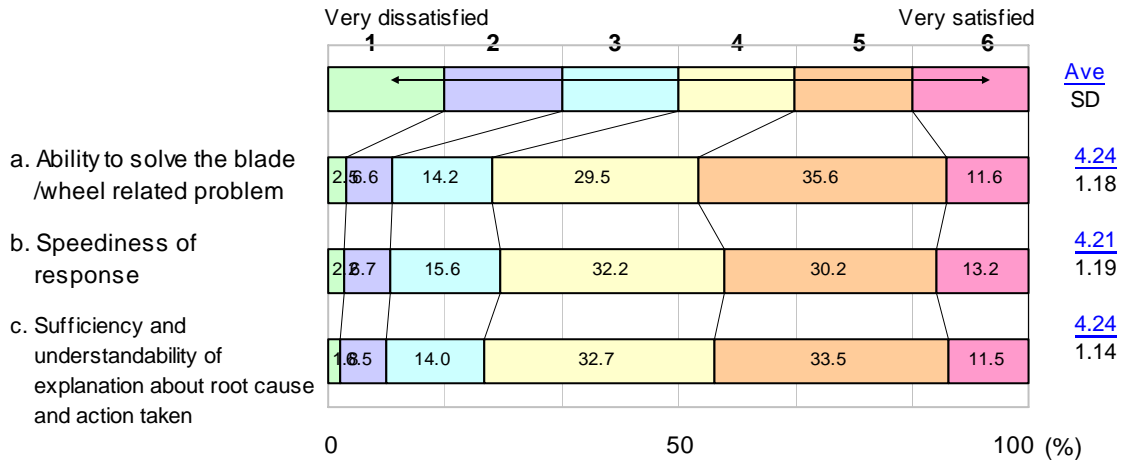
Q7 Where was your latest the test cutting service performed for you? (Please select one only.) (exception)

Q8 Regarding machine installation and after-sales service, please indicate your level of satisfaction with each of the following items.

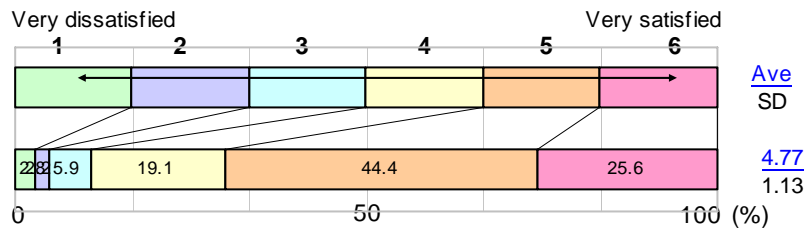


2004 DISCO Customer Satisfaction Survey

Q9 Regarding blade and grinding wheel after-sales service, please indicate your level of satisfaction with each of the following items.

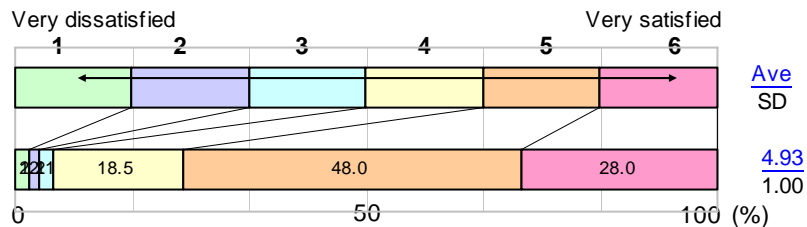


Q10a Regarding the operation and maintenance training in which you participated most recently, please indicate your level of satisfaction with each of the following items.



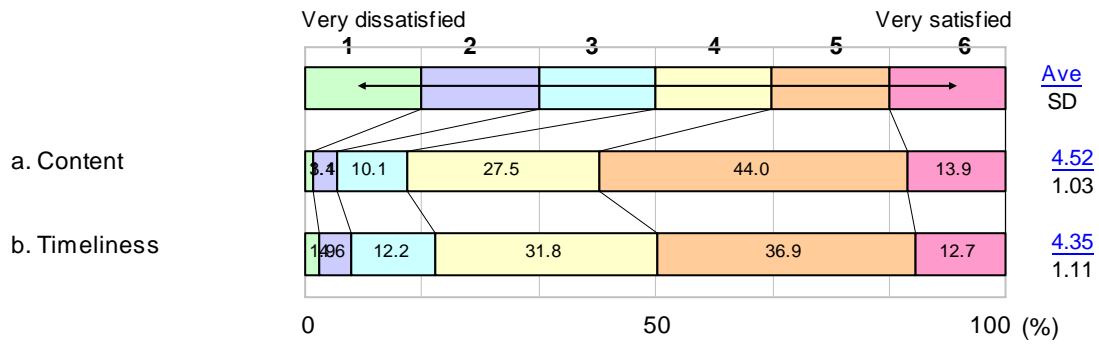
Q10b Where did you participate in the training? (Please select one only.) (exception)

Q11 Regarding our "buy-off service" (pre-shipment equipment verification at our Kuwabata factory), please indicate your level of satisfaction with each of the following items.



2004 DISCO Customer Satisfaction Survey

Q12 Regarding information provided to you by DISCO, please indicate your level of satisfaction with each of the following items.

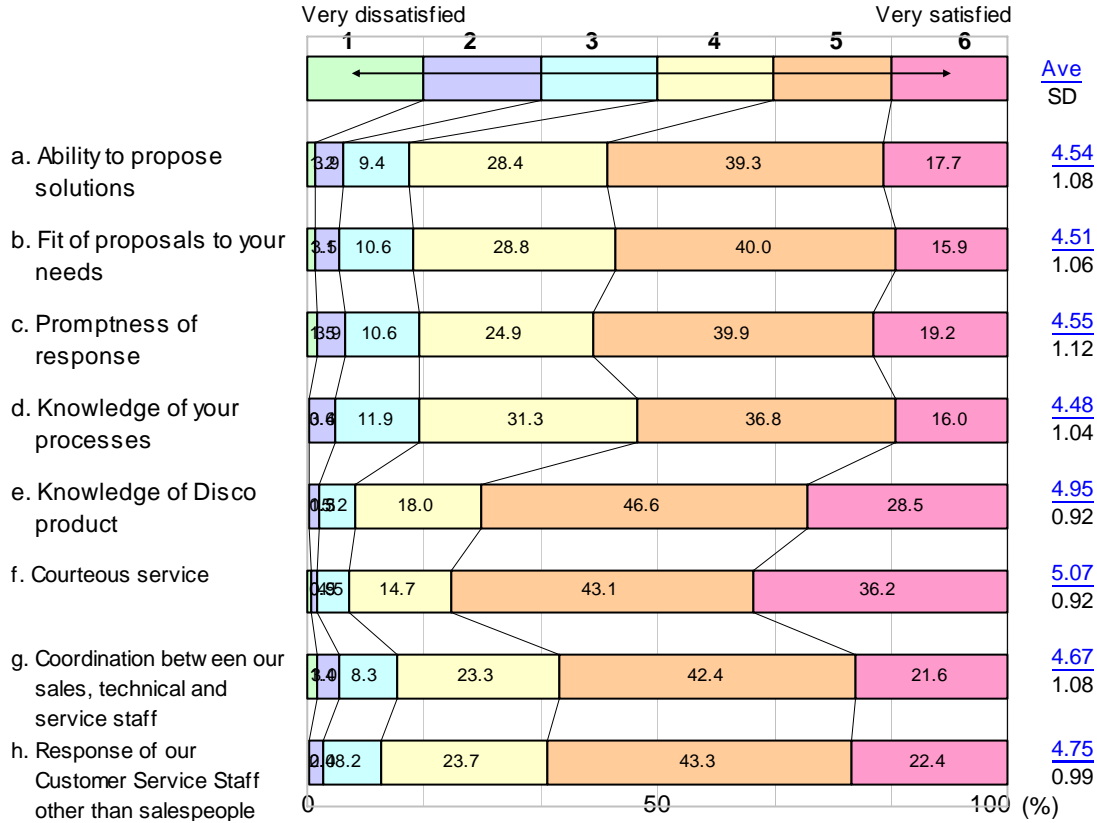


Q13 We welcome any comments regarding DISCO services. Feel free to comment on areas of dissatisfaction or provide suggestions for improvement. (exception)

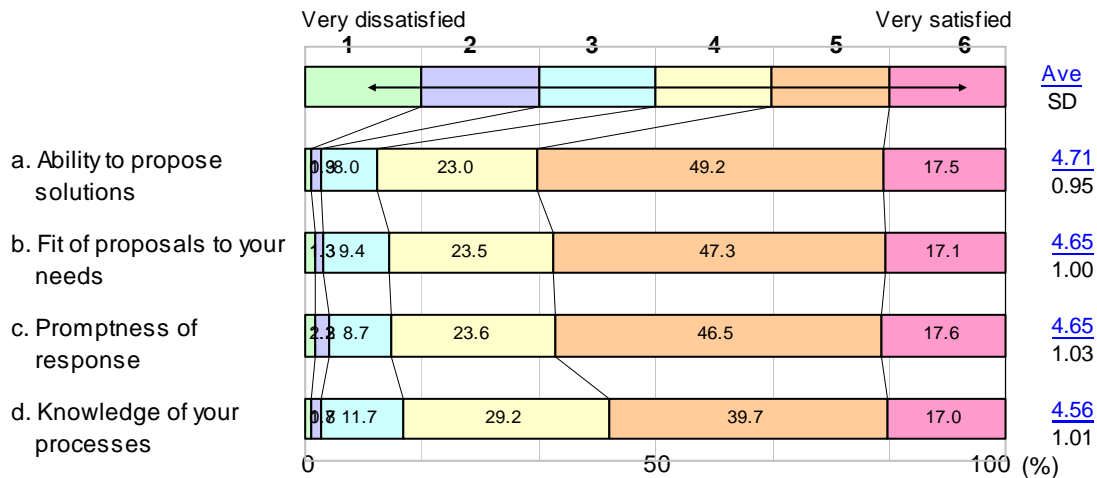
2004 DISCO Customer Satisfaction Survey

DISCO Staff

Q14 Regarding DISCO salespeople and agents, please indicate your level of satisfaction with each of the following items.

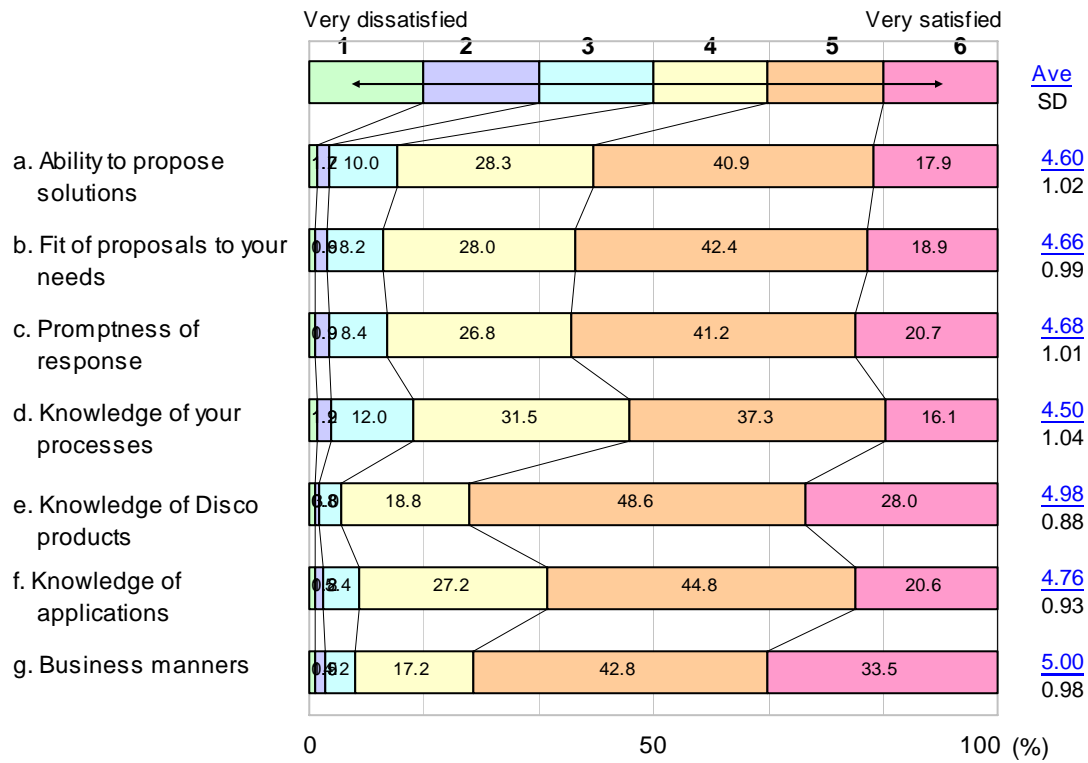


Q15 Regarding the technical staff who provide technical advice pertaining to product selection/purchase, please indicate your level of satisfaction with each of the following items.



2004 DISCO Customer Satisfaction Survey

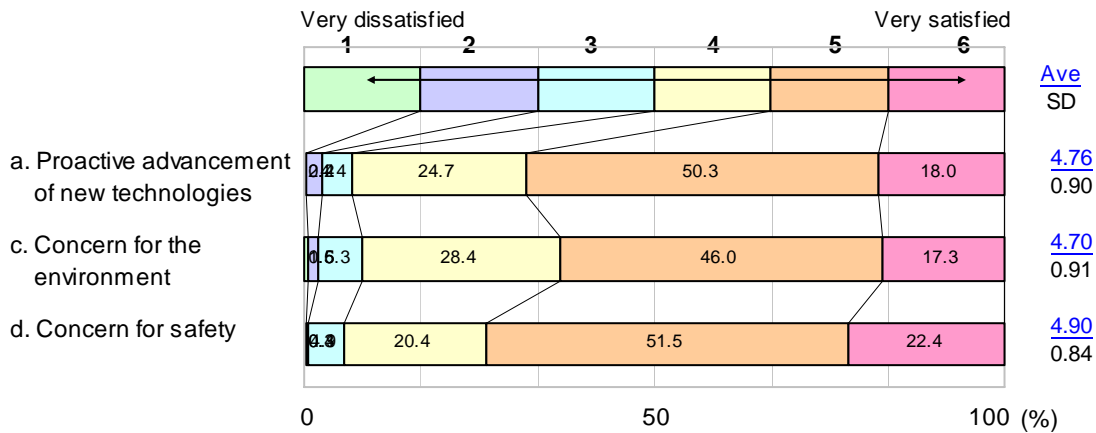
Q16 Regarding DISCO's service engineers who handle after-sale service, please indicate your level of satisfaction with each of the following items.



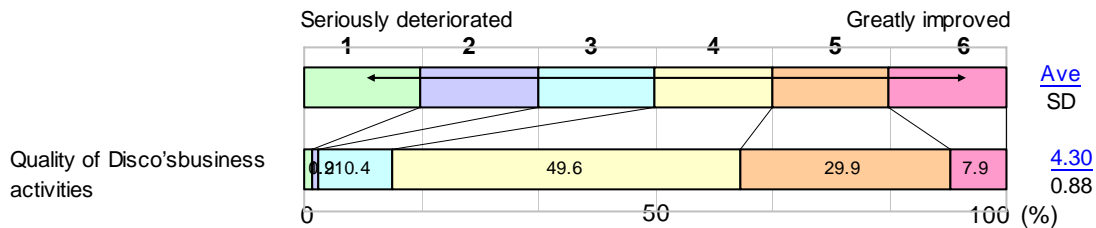
Q17 We welcome any comments regarding DISCO staff. Feel free to comment on areas of dissatisfaction or provide suggestions for improvement. (exception)

Comprehensive Evaluation

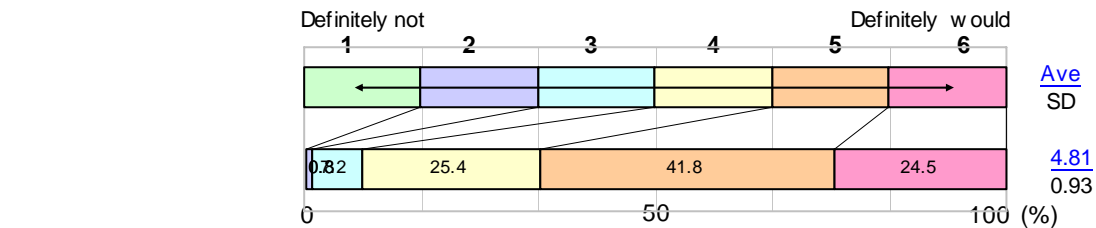
Q18 Please indicate your level of satisfaction with each of the following items.



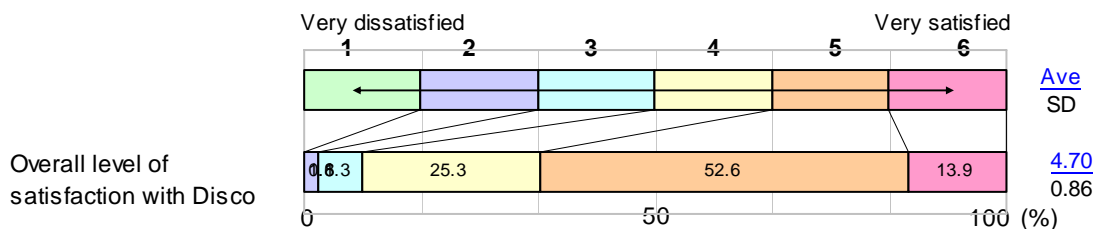
Q19 Compared with last year, do you think the quality of DISCO's business activities has improved or deteriorated?



Q20 Would you recommend our products to other divisions and/or plants in your company?



Q21 What is your overall level of satisfaction with DISCO?



Q22 Please comment on the level of satisfaction you indicated in Q21. We welcome any comments you have regarding areas of dissatisfaction or suggestions for areas of improvement. (exception)