

A/B Medicare Contractor Website Satisfaction Survey Scores as of October 1, 2012	
A/B MAC	Score
J1	65
J4	68
J5	73
J9	71
J10	49
J11	65
J12	68
J13	63
J14	68
J15	66
JF	63

DME Medicare Contractor Website Satisfaction Survey Scores as of October 1, 2012	
DME MAC	Score
JA	76
JB	73
JC	73
JD	70

FFS Contractor Website Satisfaction Survey – National Monthly Average as of October 1, 2012			
National Monthly Average Score	Previous Month Average Score	A/B MAC Monthly Average Score	DME MAC Monthly Average Score
68.0	67.9	65.4	73