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National Wireless Safety Alliance Launches Customer Experience Survey

(Salt Lake City, UT) – The National Wireless Safety Alliance (NWSA) is pleased to announce the launch of its 2025 Customer Experience Survey, inviting professionals from across the telecommunications and tower industry to share their feedback on NWSA’s certification process and related services. Responses will help shape future developments and ensure the organization continues to meet the evolving needs of technicians, employers, and industry stakeholders.

“This survey reinforces our commitment to our customers, continuous improvement, and advancing a culture of safety and excellence across the industry. We appreciate our customers and look forward to learning more about their experience,” said Duane MacEntee, Executive Director of NWSA.

“At NWSA, we are deeply committed to listening, learning, and leading with integrity,” said Jan Hice-Smith, Customer Care, Outreach, and Communications Coordinator. “The Customer Experience Survey gives us direct insight into how we can make the process of getting certified easier.

“We value the voices of the men and women who serve on the front lines of the industry,” said Beau Aero, NWSA Governor and Chairman and Founder of GME Supply. “Their input supports us in expanding the reach and impact of NWSA’s nationally recognized certifications.”

Survey participants are encouraged to complete the questionnaire by July 18, 2025.

The survey is open to all individuals who have engaged with NWSA’s certifications or programs, regardless of their current certification status or level of experience in the industry.

Survey Deadline and Links - Estimated survey time is 4 minutes.

- **Survey Deadline : Friday, July 18**
- **Survey Link - English language:**
https://www.surveymonkey.com/r/NWSA_VOC_2025
- **Survey Link - Spanish language:**
[https://www.surveymonkey.com/r/NWSA_VOC_2025 Esp](https://www.surveymonkey.com/r/NWSA_VOC_2025_Esp)

Please cut and paste links in browser. For assistance related to the Customer Experience Survey, please contact customerservice@nws-a.org.

NWSA certification embodies and exemplifies our core values of Safety, Quality, and Proficiency. For more information about NWSA certification programs and digital credentialing, please visit <https://www.nws-a.org>.

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About National Wireless Safety Alliance (NWSA)

National Wireless Safety Alliance (NWSA) is a non-profit organization dedicated to providing comprehensive, independent, ANSI-accredited assessments of knowledge and skills. NWSA offers verifiable worker certification to enhance safety, reduce workplace risks, improve quality, promote training, and acknowledge the skilled professionals who work on towers and other structures.