



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME Paul & Ned
FIELD ENGINEER (FIRST NAME) Kevin
DATE OF SERVICE 7-11-13

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR

Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR

Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR

Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR

Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

We really appreciate Kevin and his hard work in relocating all 7 of our complete systems & phones. He was courteous & professional.

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel EXCELLENT GOOD FAIR POOR

Hardware Support Personnel EXCELLENT GOOD FAIR POOR

Care and Attention EXCELLENT GOOD FAIR POOR

Overall Quality EXCELLENT GOOD FAIR POOR



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME Paul Cerd Assoc
FIELD ENGINEER (FIRST NAME) Kevin
DATE OF SERVICE 7-17-13

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR

Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR

Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR

Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR

Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel EXCELLENT GOOD FAIR POOR

Hardware Support Personnel EXCELLENT GOOD FAIR POOR

Care and Attention EXCELLENT GOOD FAIR POOR

Overall Quality EXCELLENT GOOD FAIR POOR

Very friendly & helpful

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME

Fischer - Robertson

FIELD ENGINEER (FIRST NAME)

D Harris

DATE OF SERVICE

7-2-13

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly?	EXCELLENT	GOOD	FAIR	POOR	RATING PBSI'S OVERALL SERVICE	EXCELLENT	GOOD	FAIR	POOR
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Software Support Personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Darris always does a great job for us!

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME

Carports Equipment

FIELD ENGINEER (FIRST NAME)

D Harris

DATE OF SERVICE

7-5-13

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly?	EXCELLENT	GOOD	FAIR	POOR	RATING PBSI'S OVERALL SERVICE	EXCELLENT	GOOD	FAIR	POOR
Timeliness—Did we do what we promised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Software Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy—Were personnel friendly and courteous?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hardware Support Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality—Was your problem resolved completely?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Care and Attention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your questions & concerns answered thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Overall Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME

Erin and Fernan

FIELD ENGINEER (FIRST NAME)

Darrin 7-3-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR

Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR

Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR

Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR

Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

PARAN AND MRS ANNE EXCELLENT GOOD FAIR POOR

Overall Quality EXCELLENT GOOD FAIR POOR

Comments

liked your company name to others.

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME

Participants of H2O Park

FIELD ENGINEER (FIRST NAME)

Darrin 7-9-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly? EXCELLENT GOOD FAIR POOR

Timeliness—Did we do what we promised? EXCELLENT GOOD FAIR POOR

Courtesy—Were personnel friendly and courteous? EXCELLENT GOOD FAIR POOR

Quality—Was your problem resolved completely? EXCELLENT GOOD FAIR POOR

Were your questions & concerns answered thoroughly? EXCELLENT GOOD FAIR POOR

had an emergency call to leave for, but helped tremendously

with questions re phone - returning to update firewall

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel EXCELLENT GOOD FAIR POOR

Hardware Support Personnel EXCELLENT GOOD FAIR POOR

Care and Attention EXCELLENT GOOD FAIR POOR

Overall Quality EXCELLENT GOOD FAIR POOR

Register To Win—Return promptly to enter our monthly drawing for a free gift.