



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.

Energy Alliance
CLIENT NAME
Darrin
FIELD ENGINEER (FIRST NAME)
6-5-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐
Hardware Support Personnel ☒ ☐ ☐ ☐
Care and Attention ☒ ☐ ☐ ☐
Overall Quality ☒ ☐ ☐ ☐

Darrin does an excellent job, always!

Comments

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



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TRI-state Book Keeping / Sturgeon + Assoc.
CLIENT NAME
Tim
FIELD ENGINEER (FIRST NAME)
6-17-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐
Hardware Support Personnel ☐ ☐ ☐ ☐
Care and Attention ☐ ☐ ☐ ☐
Overall Quality ☐ ☐ ☐ ☐

UNTIL PHONE COMPANY ARRIVES

Comments

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West Chester Pediatrics / Fammie Schuch
CLIENT NAME
Brad
FIELD ENGINEER (FIRST NAME)
5-16-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐
Hardware Support Personnel ☐ ☐ ☐ ☐
Care and Attention ☒ ☐ ☐ ☐
Overall Quality ☒ ☐ ☐ ☐

We are very happy with the service we received.

Comments

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Principled Phys & Rehab

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

5-15-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☐ ☐ ☐ ☐

Kevin did a fantastic job on our computers. He was very friendly and knowledgeable. Thank you, Kevin!

Comments

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

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Customer Support Response Card

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CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

5-14-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Dennis + Kevin were very helpful + explained everything well

Comments

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



Customer Support Response Card

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CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

6-5-13

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Thanks for the memories ☺♥!

Comments

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Customer Support Response Card

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Hilgetord Morgan & Hucy
CLIENT NAME

Kevin
FIELD ENGINEER (FIRST NAME)

6-5-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☐ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☐ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☐ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☐ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☐ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☐ ☐ ☐ ☐
- Hardware Support Personnel ☐ ☐ ☐ ☐
- Care and Attention ☐ ☐ ☐ ☐
- Overall Quality ☐ ☐ ☐ ☐

Comments

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Aubrey Ross Foundation
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

6-4-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☒ ☐ ☐ ☐
- Hardware Support Personnel ☒ ☐ ☐ ☐
- Care and Attention ☐ ☐ ☐ ☐
- Overall Quality ☒ ☐ ☐ ☐

Comments

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Customer Support Response Card

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Pediatricians of Hyde Park
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

6-5-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☐ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☐ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☐ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☐ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☐ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☐ ☐ ☐ ☐
- Hardware Support Personnel ☐ ☐ ☐ ☐
- Care and Attention ☐ ☐ ☐ ☐
- Overall Quality ☐ ☐ ☐ ☐

Comments

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Prosthetics of Hyde Park
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

5-23-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☐ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☐ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☐ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☐ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☐ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☐ ☐ ☐ ☐
- Hardware Support Personnel ☐ ☐ ☐ ☐
- Care and Attention ☐ ☐ ☐ ☐
- Overall Quality ☐ ☐ ☐ ☐

Training went very well. Made easy to understand!
Comments

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



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Portman OB-GYN Assoc
CLIENT NAME

Rob/Dennis
FIELD ENGINEER (FIRST NAME)

6/12/13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☒ ☐ ☐ ☐
- Hardware Support Personnel ☒ ☐ ☐ ☐
- Care and Attention ☒ ☐ ☐ ☐
- Overall Quality ☒ ☐ ☐ ☐

Perfect! Answered all questions, very thorough!
Comments

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Gateway Internal Meds & Pediatrics
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

6-7-13
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☐ ☒ ☐ ☐
- Hardware Support Personnel ☐ ☒ ☐ ☐
- Care and Attention ☐ ☒ ☐ ☐
- Overall Quality ☐ ☒ ☐ ☐

Sandy & Brian are EXCELLENT 😊
Comments

Comments

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



Customer Support Response Card

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Progeny Care of Medicine at:
 CLIENT NAME
Rob
 FIELD ENGINEER (FIRST NAME)
5/9/13
 DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
 Timeliness—Did we do what we promised? ☐ ☐ ☐ ☐
 Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
 Quality—Was your problem resolved completely? ☐ ☐ ☐ ☐
 Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐
 Hardware Support Personnel ☒ ☐ ☐ ☐
 Care and Attention ☒ ☐ ☐ ☐
 Overall Quality ☒ ☐ ☐ ☐

I very much appreciate the time & attention given by Rob, Brad, and Ryan. An amazing team!

Comments

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



Customer Support Response Card

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Internal Medicine Associates
 CLIENT NAME
Dennis
 FIELD ENGINEER (FIRST NAME)
5/28/13
 DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
 Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
 Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
 Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
 Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐
 Hardware Support Personnel ☒ ☐ ☐ ☐
 Care and Attention ☒ ☐ ☐ ☐
 Overall Quality ☒ ☐ ☐ ☐

A PBSI Hdw Tech. looked @ our printer before Dennis said it wasn't fixable. About a month or so later I called & spoke to Dennis, he wanted to try & fix our printer & he succeeded saving us the cost of a new printer.

Comments THANK YOU DENNIS FOR TAKING THE TIME TO HELP US. BUNIT MORRIS

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



Customer Support Response Card

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Internists of Wyoming LLC
 CLIENT NAME
Dennis
 FIELD ENGINEER (FIRST NAME)
5-16-13
 DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
 Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
 Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
 Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
 Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐
 Hardware Support Personnel ☒ ☐ ☐ ☐
 Care and Attention ☒ ☐ ☐ ☐
 Overall Quality ☒ ☐ ☐ ☐

Always a pleasure to have PBSI Employees here!!
 Comments Thanks for all the help!

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



Customer Support Response Card

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Int Medicine

CLIENT NAME

Dennis

5-17-13

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Dennis is the best. He deserves this month's prize for putting up with us. We entertained him.

Comments



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Customer Support Response Card

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Associates of Anderson Obstetrics & Gynecology
Anderson Office Park
8074 Beechmont Ave.
Cincinnati, Ohio 45255

CLIENT NAME

Dennis

5-29-13

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Dennis is always very professional and courteous.

Comments



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



Customer Support Response Card

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Internal Medicine Associate

CLIENT NAME

Dennis

5-17-13

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Dennis is very competent & just nice to work with!

Comments



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



Customer Support Response Card

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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

*Flawless transition from 1 office to the new office!!
Totally professional!*

Comments

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

Patricia Ann of Hyde Park

CLIENT NAME

Darrell Rob *5-31-13*

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

office to the new office!!



Customer Support Response Card

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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

Comments

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

CHETNA MITAL MD

CLIENT NAME

Dennis *5-14-13*

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Thanks - you guys always come through. We appreciate the great job you do.

Winner



Customer Support Response Card

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CLIENT NAME
Industrial Paint

FIELD ENGINEER (FIRST NAME)
Ryan

DATE OF SERVICE
5-15-13

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly?

Timeliness—Did we do what we promised?

Courtesy—Were personnel friendly and courteous?

Quality—Was your problem resolved completely?

Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments
Ryan, it is always a pleasure! Thanks

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
Dep. Precursors of HydroPark

FIELD ENGINEER (FIRST NAME)
Darrin

DATE OF SERVICE
5-22-13

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly?

Timeliness—Did we do what we promised?

Courtesy—Were personnel friendly and courteous?

Quality—Was your problem resolved completely?

Were your questions & concerns answered thoroughly?

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

Hardware Support Personnel

Care and Attention

Overall Quality

Comments
Never disappointed in PBSI's service!!

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