



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.

Carder Mfg

CLIENT NAME

Kevin

1-22-20

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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

Kevin was very knowledgeable - Appreciate the suggestions he made to safeguard our Eq. He explained everything he did & told us about our EQ before he left. Glad to do business w/PBSI - JJ

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



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Sero Inc

CLIENT NAME

Kevin

12-17-19

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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

The product and the personnel were great!

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Stan Reznicek

CLIENT NAME

Steven

12-12-19

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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

Steven does a great job for us.

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



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Kaivac Inc
CLIENT NAME
Brad 12-11-19
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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

We ♥ Smart Brad !! Merry Christmas
Comments **Register To Win**—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Brad
CLIENT NAME
Brad 12-17-19
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 QUALITY

EXCELLENT GOOD FAIR POOR

Helpdesk Support Personnel

Quality of Our Service

Quality of Our Products

Brad went above & beyond his duty & no matter how frustrated didn't let on.
Comments **Register To Win**—Return promptly to enter our monthly drawing for a free gift.

PBSI

Dear Mr. Cool, 1/13/20

Just wanted to thank you personally for the great service I recently received from your company. I called Nathan and told him I had an "emergency" (bulb burned out and big football game was on Saturday (OSU)) and he worked with Steve to solve my problem on Friday before big game. Your Company is Great! Thank you for your great Service!

Respectfully,

DR. Thomas E. Vogel D.C.