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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.

King BAG	
CLIENT NAME	
DATTIN	4-12-13
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD I	FAIR POOR RATING PBSI'S OVE	RALL SERVICE
Scheduling—Was your service scheduled promptly?		ELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel	2000
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel	
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention	
Were your questions & concerns answered thoroughly?	Overall Quality	
THANKS, RON		
Comments Registe	er To Win—Return promptly to enter our mor	nthly drawing for a free gift.
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Customer Support Response Card	DI A-G-G	CI II
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PBSI strives to provide the highest quality service possible. In	CLIENT NAME	
evaluating service quality, your feedback is very important. Would	K.	5-2-13
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
	FILED ENGINEER (FIRST NAME)	DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD I	FAIR POOR RATING PBSI'S OVE	RALL SERVICE
Scheduling—Was your service scheduled promptly?	□ □ Exci	ELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel	
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel	1 2 0 0 0
Quality—Was your problem resolved completely?	☐ / ☐ Care and Attention	
Were your questions & concerns answered thoroughly?	☐ ☐ Overall Quality	
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Tery processis a gast	- Mr. D.	
Registe	er To Win—Return promptly to enter our mor	ithly drawing for a free gift.
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Customer Support Response Card	INSA TECA.	, vec
PBSI strives to provide the highest quality service possible. In	CLIENT NAME	
evaluating service quality, your feedback is very important. Would	102	r 0.17
you take a moment to complete the information below and return it	Kyan '	5-8-13
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD I	FAIR POOR RATING PBSI'S OVE	RALL SERVICE
Scheduling—Was your service scheduled promptly?	☐ ☐ Exc	ELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel	
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personne	
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention	
Were your questions & concerns answered thoroughly?	☐ ☐ Overall Quality	
He did great with the equipment (Virtig		

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.	L 1-12
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel ☐ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel ☐ ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention ☐ ☐ ☐ ☐
Were your questions & concerns answered thoroughly?	Overall Quality
Comments / / Regis	ter To Win—Return promptly to enter our monthly drawing for a free gift.
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.	1 -7 4 - 12
RATING THIS SERVICE ENCOUNTER EXCELLENT 2000D	
Scheduling—Was your service scheduled promptly?	Excellent Good Fair Poor
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel ☐ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel ☐ ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention ☐ ☐ ☐ ☐
Were your questions & concerns answered thoroughly?	Overall Quality
always awasome (1)	
Comments Regis	ter To Win—Return promptly to enter our monthly drawing for a free gift.
PB Customer Support Response Card	Springboro Pediatrics

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.

Springboro	Pediatries
CLIENT NAME	
Rob	4/23/13
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER EXCELL	ENT.	Good	FAIR	Poor	RATING PBSI'S OVER	ALL S	SERVI	<u>CE</u>	
Scheduling—Was your service scheduled promptly?	7	- 🗖			Excel	LENT	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?	7				Software Support Personnel	Ø			
Courtesy—Were personnel friendly and courteous?	Þ				Hardware Support Personnel	Ø			
Quality—Was your problem resolved completely?	Ø				Care and Attention	′ ⊠*			
Were your questions & concerns answered thoroughly?	F				Overall Quality	Ø			
Your Great! (k.)					7				
(c) Thanks	-				182m				

Comments

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

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Customer Support Response Card	MONTGOMERY PROFESSIONAL
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	Kob 4/23/13
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD I	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	☐ ☐ EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention ☐ ☐ ☐
Were your questions & concerns answered thoroughly?	O Overall Quality
Rob was truly beyond excelled	
professionalism and satisfact	
	er To Win—Return promptly to enter our monthly drawing for a free gift.
Company	s 10 viii—Return promptly to enter our monthly drawing for a nee gift.
PB Customer Sunner Democratic	
Customer Support Response Card	CLIENT NAME
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it	Becc 1 /2/12
to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD F	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ Software Support Personnel ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	Hardware Support Personnel
Quality—Was your problem resolved completely?	☐ Care and Attention ☐ ☐
Were your questions & concerns answered thoroughly? \[\int \lambda mem \tau \text{mem} \]	Overall Quality always there
Phone syltem. Patient with	
Comments my Staff + myself Register	er To Win—Return promptly to enter our monthly drawing for a free gift.
	<u>.</u>
Customer Support Response Card	Radidog, Assoc of NKY
Si	
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would	4-29-13
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	remis
to i bor. Thanke for your paroriago and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD I	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised? □ ☑	☐ Software Support Personnel ☑ ☐ ☐
Timeliness—Did we do what we promised? ☐ ☑ Courtesy—Were personnel friendly and courteous? ☑ ☐	☐ ☐ Software Support Personnel ☑ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
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Customer Support Response Card	Onlie-Radiology assoc
PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would	CLIENT NAME V 1-29-13
you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD	FAIR POOR RATING PBSI'S OVERALL SERVICE
Scheduling—Was your service scheduled promptly?	EXCELLENT GOOD FAIR POOR
Timeliness—Did we do what we promised?	☐ ☐ Software Support Personnel ☒ ☐ ☐ ☐
Courtesy—Were personnel friendly and courteous?	☐ ☐ Hardware Support Personnel ☑ ☐ ☐ ☐
Quality—Was your problem resolved completely?	☐ ☐ Care and Attention
Were your questions & concerns answered thoroughly?	Overall Quality
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Comments	er To Win—Return promptly to enter our monthly drawing for a free gift.

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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.

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FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE
AIR POOR RATING PBSI'S	S OVERALL SERVICE EXCELLENT GOOD FAIR POOR

	EXCELLENT	GOOD	FAIR	Poor	RATING PBSI'S OVER	ALL SEF	RVICE	21
Scheduling—Was your service scheduled promptly	?		×			LLENT GOO		Poor
Timeliness—Did we do what we promised?			Ø		Software Support Personnel			
Courtesy—Were personnel friendly and courteous?	Ø				Hardware Support Personnel			
Quality—Was your problem resolved completely?				П	Care and Attention		1 7	
Were your questions & concerns answered thorough LISUE FONT RUSOLUM VET	hly?				Overall Quality] [
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