



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
Darvin
FIELD ENGINEER (FIRST NAME)
9-3-13
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

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

Give Darvin a Raise!



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Montgomery Professional
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
10-2-13
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

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

ONLY Hope you recognize what a asset Dennis is to your Company!



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Internists of Wyoming, LLC
CLIENT NAME
Dennis
FIELD ENGINEER (FIRST NAME)
10-1-13
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

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

computer tablet needs to be fixed - loaner was left - had to make 2nd call before we received prompt service to pick up tablet.



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CLIENT NAME

Darwin
FIELD ENGINEER (FIRST NAME)

10.10.13
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

Field Engineer (Darwin) WAS Very Professional

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



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CLIENT NAME

Rob
FIELD ENGINEER (FIRST NAME)

10/11/13
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

As always!

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



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CLIENT NAME

Rob
FIELD ENGINEER (FIRST NAME)

10/17/13
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 ☒ ☐ ☐ ☐

Comments

Always a pleasure — Molly

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

Kevin

FIELD ENGINEER (FIRST NAME)

10-3-13

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

Kevin is great - come in & took care of our problem ASAP!

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)

10-28-13

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

☒ ☐ ☐ ☐

Comments

Kevin was amazing & such a great help!

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Customer Support Response Card

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CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

11-4-13

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

Kevin was great and addressed the issue extremely quick!

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HAL-PE Associates

CLIENT NAME

Brad

FIELD ENGINEER (FIRST NAME)

10-16-13

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 ☒ ☐ ☐ ☐

Your service tech was very personable and professional - a pleasure to work with.

Comments

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Russell Rose / Wendy Sew

CLIENT NAME

Brad

FIELD ENGINEER (FIRST NAME)

10/29/13

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 ☐ ☐ ☐ ☐

Brad takes care of us like a Mommy DEER takes care of her Fawns. Great to work with.

Comments

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Tero Inc

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

10-7-13

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 ☒ ☐ ☐ ☐

Great

Comments

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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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Software Support Personnel
Hardware Support Personnel
Care and Attention
Overall Quality

Comments

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