Customer Support Response Card	Reb Johnston
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would	Ci
you take a moment to complete the information below and return it	STEVEN 10-15-14
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?	Overall Quality
aster was a shirt	t- well + If there
Store, wasvery courtoisus and promp	ot - except told thank you
Comments Registe	er To Win—Return promptly to enter our monthly drawing for a free gift.
DR	
Customer Support Response Card	Juburan DB-64M
PBSI strives to provide the highest quality service possible. In	CLIENT NAME
evaluating service quality, your feedback is very important. Would	10 15 11
you take a moment to complete the information below and return it	fain 10-13-14
to PBSI? Thanks for your patronage and your opinion.	FÆLD 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 ☑ ☐ ☐ ☐

RATING THIS SERVICE ENCOUNTER	EXCELLENT GOOD FAIR POOR RATING PBSI'S OVERALL SERVICE					<u>CE</u>			
Scheduling—Was your service scheduled promptly	? 🔀				Excei	LLENT	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?	区				Software Support Personnel	Ø			
Courtesy—Were personnel friendly and courteous?					Hardware Support Personnel	Ø.			
Quality—Was your problem resolved completely?	杠				Care and Attention	DK.			
Were your questions & concerns answered thorough	ghly? 炬				Overall Quality	A			
Thente: 8	Lorly	_							
Comments	Ű	Regis	ter To	win_	Return promptly to enter our mon	thly dr	awing :	for a fre	ee aift.

Customer Support Response Card

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CLIENT NAME	9-29-14
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

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.			7-79-						14
RATING THIS SERVICE ENCOUNTER EXC	ELLENT (GOOD	FAIR	Poor	RATING PBSI'S OVE	RALL S	ERVI	<u>CE</u>	
Scheduling—Was your service scheduled promptly?	X				Exc	ELLENT	GOOD	FAIR	Poor
Timeliness—Did we do what we promised?	Ø				Software Support Personnel	A			
Courtesy—Were personnel friendly and courteous?	Ø				Hardware Support Personne				
Quality—Was your problem resolved completely?	ব্র				Care and Attention	2			
Were your questions & concerns answered thoroughly	n 🕱				Overall Quality	A			
	Eco				5.				MU

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.	Buegrus (Init Skinford - J. Breis CLIENT NAME) P-7-7-14 FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER Scheduling—Was your service scheduled promptly? Timeliness—Did we do what we promised? Courtesy—Were personnel friendly and courteous?	AIR POOR RATING PBSI'S OVERALL SERVICE EXCELLENT GOOD FAIR POOR Software Support Personnel Hardware Support Personnel
Quality—Was your problem resolved completely? Were your questions & concerns answered thoroughly? The state of the state	Care and Attention \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
71 - 71 -	er To Win-Return promptly to enter of the hilly drawing for the gift.
Customer Support Response Car. PBSI strives to provide the highest quality service possible. In	Pomency mos city
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.	FIELD ENGINEER (FIRST NAME) DATE OF SERVICE
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?	FAIR POOR RATING PBSI'S OVERALL SERVICE EXCELLENT GOOD FAIR POOR Seftware Support Personnel
Thank you so much for all of you comments Registre	er To Win—Return promptly to enter our move ly 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 CLIENT NAME CLIENT NAME 10-7-14 DATE OF SERVICE
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?	FAIR POOR RATING PBSI'S OVERALL SERVICE EXCELLENT GOOD FAIR POOR Software Support Personnel Hardware Support Personnel Care and Attention Overall Quality Overall Quality

Dennis is always Very helpful + Knowledgeable.

Comments

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

Customer Support Response Card	Ind of Dyouing
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it	Jevin 9-23-14
to PBSI? Thanks for your patronage and your opinion.	IELD 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
We give Kevin AN "A+" FOR WHOSECHIR:	
SYSTEM UP AND RUNNING ASAP - NOW do	we win ?!?
Comments Register To	Win—Return promptly to enter our monthly drawing for a free gift. THIS A PICTURE OF KEVIN?
evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it	DerGrass (Liberty) DAVOIN 10-13-14
	IELD ENGINEER (FIRST NAME) DATE OF SERVICE
RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR Scheduling—Was your service scheduled promptly?	
Timeliness—Did we do what we promised?	EXCELLENT GOOD FAIR POOR
Courtesy—Were personnel friendly and courteous?	Software Support Personnel
Quality—Was your problem resolved completely?	☐ Hardware Support Personnel ❷ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Were your questions & concerns answered thoroughly?	Overall Quality of mapudate
Comments How you given him that raise kegister To	Win Beturn promptly to enter our monthly drawing for a free gift.
France of the Character	I would like 1
la d	
Customer Support Response Card	Not Sweens
PBSI strives to provide the highest quality service possible. In	LIENT NAME

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.

RATING THIS SERVICE ENCOUNTER

_ Not Systems	
CLIENT NAME	
Mennis	10-9-14
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

RATING PBSI'S OVERALL SERVICE

Scheduling—Was your service scheduled promptly?	Z			EXCELLENT GOOD		GOOD	FAIR	Poor
Timeliness—Did we do what we promised?	X	1		Software Support Personnel	Ø			
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	X			

EXCELLENT GOOD FAIR POOR

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

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Customer Support Response Card

Dot Sys.	
CLIENT NAME	
Levin	10-15-14
FIELD ENGINEER (FIRST NAME)	DATE OF SERVICE

PBSI strives to provide the highest quality service possi evaluating service quality, your feedback is very important. you take a moment to complete the information below and re-	Would		Levin	<u>.</u>	16-	15-	14
to PBSI? Thanks for your patronage and your opinion.		F	ELD ENGINEER (FIRST N	AME)	DATE OF	SERVICE	
RATING THIS SERVICE ENCOUNTER EXCELLENT	GOOD	FAIR	POOR RATING	PBSI's OVER	ALL SE	RVICE	
Scheduling—Was your service scheduled promptly?	Ø				LLENT GO		Poor
Timeliness—Did we do what we promised?			☐ Software Suppo	ort Personnel	X		
Courtesy—Were personnel friendly and courteous?	<u> </u>		☐ Hardware Supp	ort Personnel	X		
Quality—Was your problem resolved completely?			Care and Attent	tion	Ø		
We're your questions & concerns answered thoroughly? A WHY DID IT TAKE TWO LIAUS TO GET	Tole	, s	Overall Quality		\		
		X	of folso				
Comments	Regis	ter To	o Win —Return promptly t	o enter our mont	thly draw	ing for a fr	ee gift.
Customer Support Response Care PBSI strives to provide the highest quality service possil evaluating service quality, your feedback is very important. You take a moment to complete the information below and reto PBSI? Thanks for your patronage and your opinion. RATING THIS SERVICE ENCOUNTER EXCELLENT	ble. In Would eturn it	F	CLIENT NAME LIENT NAME LIELD ENGINEER (FIRST N. POOR RATING	AME) [ALL SE		14
Scheduling—Was your service scheduled promptly?		0				OD FAIR	Poor
Timeliness—Did we do what we promised?	/ 🗒		☐ Software Suppo				
Courtesy—Were personnel friendly and courteous?			☐ Hardware Supp				
Quality—Was your problem resolved completely? Were your questions & concerns answered thoroughly?	, 🗀		Care and AttentOverall Quality	ion			
- Aliknic was newy lond and apwite	ned.			in made to	2 4040		, 🗇
ant le be en el 2 de late. Les acces (1)	Unt	7			•		onlek
Comments	Regist	er To	Win—Return promptly to	Act of the second secon	hly drawi	ng for a fre	ee gift.
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Customer Support Response Car PBSI strives to provide the highest quality service possi evaluating service quality, your feedback is very important, you take a moment to complete the information below and reto PBSI? Thanks for your patronage and your opinion.	ble. In Would	(CLIENT NAME HAVIN TIELD ENGINEER (FIRST N	PEY/	10 DATE OF	12/A	-14
RATING THIS SERVICE ENCOUNTER EXCELLENT	GOOD	FAIR	Poor RATING	PBSI's OVER	RALL SE	RVICE	
Scheduling—Was your service scheduled promptly?					LLENT G		Poor
Timeliness—Did we do what we promised?			☐ Software Suppo	ort Personnel	-0-		
Courtesy—Were personnel friendly and courteous?			☐ Hardware Supp	ort Personnel	Ø		
Quality—Was your problem resolved completely?	,		Care and Atten	tion	Ø		
Were your questions & concerns answered thoroughly? Danie was very partient were a concerns answered thoroughly?			Overall Quality		Q·		

Comments

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

Customer Support Response Card

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. PBSI strives to provide the highest quality service possible. In

DATE OF SERVICE RATING PBSI'S OVERALL SERVICE FIELD ENGINEER (FIRST NAME) CLIENT NAME

RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR POOR	G00D	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		ם		Overall Quality , , , ,
Steven was exectlent! A class	7	3ct	a	ad went beyond the original
iol to tix another issue! will will again	Ì	1/2	223	(عرص)
Comments	Regis	ter To	Win	Register To Win—Return promptly to enter our monthly drawing for a free gift.