

Customer Satisfaction Survey Form

First name Brad Date 25/12/2023

Last name Pitt Phone 035634129

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1. How would you rate our customer service in terms of :

Expertise and Knowledge	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input checked="" type="checkbox"/>	Average <input type="checkbox"/>	Poor <input type="checkbox"/>
Reponse Time	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Average <input checked="" type="checkbox"/>	Poor <input type="checkbox"/>
Resolution Time	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Average <input type="checkbox"/>	Poor <input checked="" type="checkbox"/>
Quality of Problem resolution	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input checked="" type="checkbox"/>	Average <input type="checkbox"/>	Poor <input type="checkbox"/>
Friendliness and Attitude	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Average <input checked="" type="checkbox"/>	Poor <input type="checkbox"/>
Accuracy of Information Provided	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Average <input checked="" type="checkbox"/>	Poor <input type="checkbox"/>

2. Which product / service were you contacting us for :

Enrollment ☐ Mobile ☒ Complaint ☐ Other:

Billing ☐ Internet ☐ Reporting Issue ☐

3. Over all how satisfied were you with the service provided?

Very unhappy with the wait times at the store.

4. Would you recommend our services to others?

Probably not

5. Are there any improvements or changes you would suggest for our product and/or service?

Having more Stores available to make more convenient

6. Were there any issues or problems you encountered with our product and/or service? If so, please describe.

There was an issue with the mobile I purchased

7. Did you make your purchase online or instore? Please select the location of the store you visited.

☐ Online
Stores

☒ Instore

Brunswick ☐

Preston ☐

Docklands ☐

St Albans ☒

Bankstown ☐

HighPoint ☐

