

Customer Satisfaction Survey Form

First name

Date

Last name

Phone

E-mail

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

The services provided were got and whole enrollment process was smooth.

4. Would you recommend our services to others?

Yes

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

Joining fee should be waived for new customers.

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

No issue was encountered

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

☐ Online ☐ Instore
Stores

Brunswick ☐ Preston ☐ Docklands ☐

St Albans ☐ Bankstown ☐ HighPoint ☐

