# Customer Experience Survey

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| Customer’s Name: |  | | |
| Date of Call: |  | Time of Call: |  |

1. What problem were you calling about, and how long has this been an issue?

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1. Was your issue resolved? If so, how long did it take for you to get a satisfactory resolution?

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1. Was the time it took for you to be connected to a representative reasonable?

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1. Did the first person you talked to resolve your query? If not, how many people did you need to speak with before the issue was resolved?

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| 1. Did the phone representative communicate with you clearly? | Yes | No |

1. What steps did the technician recommend that you take in order to resolve your computer issues?

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1. Do you think this information will be helpful in troubleshooting connectivity issues in the future? Why or why not?

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| 1. Were you able to hear the technician clearly without interfering background noise? | Yes | No |

1. After speaking with our representatives, do you feel better, worse, or about the same with regards to your level of satisfaction with our customer service?

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1. Based upon the call you recently completed, would you recommend our Internet service to friends or family members? Why or why not?

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1. Could our technician have done anything differently in order to provide you with even better service? If yes, please specify.

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1. How would you rate your experience on this call?

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1. Is there anything that could have been done differently to make your experience more pleasant? Please discuss in the space below.

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1. In your opinion, what was the most pleasant part of your customer service experience?

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1. What did you like least about your customer service experience? How could this aspect of our service be improved for future callers?

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