



CUSTOMER SATISFACTION SURVEY

Account Name: _____ Completed By: _____

Email: _____ Phone: _____

CCS' main priority is providing superior service to our valued customers. It would be greatly appreciated if you could take a moment to fill out this survey to aid us in monitoring and improving our service you.

Service Call Response Time	Excellent	Above Average	Average	Below Average	Poor
Timely Equipment Repairs	Excellent	Above Average	Average	Below Average	Poor
Technician's Competency	Excellent	Above Average	Average	Below Average	Poor
Technician's Professionalism, Courtesy & Appearance	Excellent	Above Average	Average	Below Average	Poor
Ease of Placing Service Call	Excellent	Above Average	Average	Below Average	Poor

Overall Satisfaction With:

Equipment Reliability/Features	Excellent	Above Average	Average	Below Average	Poor
Administration/Billing Personnel	Excellent	Above Average	Average	Below Average	Poor
Ease of Ordering Supplies	Excellent	Above Average	Average	Below Average	Poor
Timely receipt of Ordered Supplies	Excellent	Above Average	Average	Below Average	Poor
After Sale Support	Excellent	Above Average	Average	Below Average	Poor
Concerns Addressed in Timely Manner	Excellent	Above Average	Average	Below Average	Poor

Are you satisfied with the level of communication from your Account Manager? Yes No

Are you satisfied with your overall experience with CCS Business Machines? Yes No

Would you do business with CCS again? Recommend us to other businesses? Yes No

Have you heard about CCS's *Managed Print Services* Program? Yes No

If you would like more information about the *Managed Print Services* Program and how it would benefit your company please visit our website at www.ccs-inc.com.

May we provide you with information on the following?

- B & W Copiers/Printers/MFPs
 Scanning Solutions
 Device Management
 Workflow Solutions
 Color Copiers/Printers/MFPs
 Print Mgmt. Solutions
 Electronic File Mgmt.
 Facilities Mgmt.

PLEASE FAX COMPLETED SURVEY TO 734-727-4769