

CUSTOMER SATISFACTION SURVEY

Unlike many, we really want to know about your experiences with the North Atlantic Repair department. Good or bad, we need to know how we are doing or we can't provide the highest level of service and support. So please take a few moments to print this and fill it out. You can send it back in a number of ways: you can fax it to us or include it with your next repair or payment. You can even scan it and e-mail it to repair@naicomm.com. There is space below for your comments but if you need more room, please feel free to include additional pages. We appreciate your time and hope you take this opportunity to let us know how we are doing. Thank you.

| | Excellent | Good | Fair | Poor |
|-----------------------------------------------|-----------|------|------|------|
| Ease of getting an RPA number | | | | |
| Repair quality | | | | |
| Return shipment packing | | | | |
| Billing | | | | |
| Customer service | | | | |
| Complaint reaction and/or resolution | | | | |
| Overall experience with the repair department | | | | |

Would you use our repair services again? Yes ___ No ___

Would you recommend North Atlantic's repair services? Yes ___ No ___

Do you currently purchase equipment from North Atlantic? Yes ___ No ___

If not, please tell us why: _____

Would you like a salesperson to contact you about our products and services? Yes ___ No ___

How: ___ Phone (# _____) or ___ Email (address _____)

Comments: _____

Survey completed by _____ at

(Company name) _____



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Brad Bobo, Repair Dept. Manager
 Thanks for your time!
 Visit our website at
www.paytelephone.com