



We are dedicated to maintaining our ISO 9001 certification to monitor and improve upon management systems, products and services.

We can only do this with your help. Please spare a couple of minutes to let us know how your recent experience with us went. We would really appreciate it! Thank you.

Using the scoring key, please tick the relevant box

	5	4	3	2	1
How well did we understand your business needs at enquiry stage?	✓				
How happy are you happy with the advice and information you received along the way?	✓				
Has the product/service you received fulfilled your business need / expectation?	✓				
Do you feel you received great value for money?	✓				
How likely are you to recommend Direct Line Communications?	✓				

**Scoring Key**

<b>5 = Totally Satisfied</b>	<b>3 = Neither Satisfied or Dissatisfied</b>	<b>2 = Dissatisfied</b>
<b>4 = Satisfied</b>		<b>1 = Totally Dissatisfied</b>

Were there any areas where we exceeded your expectations?

EXCELLENT COMMUNICATIONS  
DOING BT'S JOB FOR THEM PUTTING THE BROADBAND  
CONNECTION IN THE CORRECT PLACE

How could we have improved our service on this occasion?

NO AREAS -

What else would you like us to know?

Nothing -

Would you like us to contact you to discuss any concerns you may have?

Yes / **No**

Office use

Engineer name: Mark Green

Job record numbers: J/1218/7213

Completion Date: 3<sup>rd</sup> January 2019