



GRID ONE CUSTOMER SATISFACTION SURVEY

Grid One’s goal is to deliver the best service possible. Please take a few minutes to complete the following customer satisfaction questionnaire. Your comments will enable us to see how we’re doing and to find out how we can improve to serve you even better.

Full Name:

Street Address (optional):

City: State: Zip Code:

Phone Number (required): E-mail (required):

WHEN THINKING ABOUT YOUR MOST RECENT EXPERIENCE WITH GRID ONE, HOW WAS THE QUALITY OF CUSTOMER SERVICE YOU RECEIVED?

Service work from field representative:
Superior Very Satisfactory Average Unsatisfactory N/A

Interaction with call center representative:
Superior Very Satisfactory Average Unsatisfactory N/A

The field technician who completed the installation was polite.
Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree

The field technician completed the installation efficiently.
Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree

The field technician completed the installation in a professional manner.
Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree

How would you rate the call center representative on being able to help you resolve your issue / need?
Superior Very Satisfactory Average Unsatisfactory N/A

If the interaction was call-center related, how would you rate the length of time it took to answer the call?
Excellent Very Good Good Fair N/A

How would you rate your overall experience during your last phone contact with Grid One?
Superior Very Satisfactory Average Unsatisfactory N/A

Please describe any particular aspect of your experience with Grid One that stood out.

Do you have any suggestions for improving our service?

Any additional comments?

THANK YOU FOR YOUR FEEDBACK. WE SINCERELY APPRECIATE YOUR OPINION AND WILL TAKE YOUR INPUT INTO CONSIDERATION.

SUBMIT