

2009 CUSTOMER SERVICE SURVEY

How well have we served you this year? Please share your feedback so that we may know what you think and find areas where we can improve.

Please circle your rating. If you have not used a service please leave this line blank.

Software updates	Excellent	Great	Good	Poor
Support calls	Excellent	Great	Good	Poor
After hours service	Excellent	Great	Good	Poor
User meetings	Excellent	Great	Good	Poor
Online training	Excellent	Great	Good	Poor
Video training	Excellent	Great	Good	Poor
Advice sheets	Excellent	Great	Good	Poor
Newsletters/Weekly emails	Excellent	Great	Good	Poor
Business help	Excellent	Great	Good	Poor
Support cost value for money	Excellent	Great	Good	Poor
Please share any other feedback...				

Name _____ Business _____

**PLEASE FAX THIS TO (03) 9524 8099
BY DECEMBER 7.**