

Customer Feedback

Please circle your rating where 1 is poor and 5 is excellent

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| Q. Do you know the name of the employee that served you? (Please Specify) | Name: |
| Q. How would you rate the overall service you have experienced as a Switch customer? | 1 2 3 4 5 |
| Q. Did Switch answer your questions and conduct themselves in a suitable manner? | 1 2 3 4 5 |
| Q. How would you rate the communication? Were you happy with the level of service you received? | 1 2 3 4 5 |
| Q. Where did you hear about Switch? | |
| Q. Why did you decide to use Switch? | |
| Q. Would you use Switch again? | Yes No |
| Q. What feedback (if any) would you like to provide us with so that we can improve our services. | |
| Q. Which services would you like Switch to offer in the future? | |
| Say something nice about Switch (only first name required) Name: | |

Please return this survey to us and deposit it into the box provided.

You may also provide anonymous feedback via our website at www.switchsw.com