

CALIFORNIA SAFETY COMPANY SURVEY

It is our goal to provide professional, knowledgeable, and timely service to all of our customers. Providing answers to the following questions will help us better serve you.

1. Do you find our newsletter helpful? _____
2. What would you like to see in an upcoming newsletter? _____
3. When our dispatchers call you on an alarm signal, are you being given accurate information? _____
4. Did you have to wait on hold for an excessive amount of time when calling our office for any reason? _____
5. When calling our office, are you transferred right away to the appropriate person, or did you have to leave a message? If someone had to return your call, was it within an acceptable period of time? _____
6. Are your requests for code changes being handled quickly and accurately? _____
7. When transferred to the technical service department, are you helped right away? Are your questions answered? If a service call is required, are you scheduled right away? _____
8. Do you feel that, when a service call is required, it is done in a timely manner? _____
9. Are our service technicians representing themselves in a professional manner? _____
10. Are the service technicians able to solve your service related issue quickly without problems? _____
11. Did the service technicians clean-up after completing the service? _____
12. If you are a new customer, do you feel that you were instructed adequately on the alarm system's operation? If you have Total Connect, was it set up and explained to your satisfaction? _____

Please don't forget to provide a name and telephone number, if you would like a call back on any issue you may be having: _____

If you have any additional comments, please feel free to list them below. Remember, if you have a problem and we don't know what it is and who you are, we can't help you.

COMMENTS:
