



# Customer Satisfaction Survey

**Thank you** for taking the Customer Satisfaction Survey. The survey should take less than five minutes of your time to complete. Click the "Submit by Email" button to submit the survey or Print the survey and fax it back to us. Your feedback is important to us. .

Please rate your satisfaction level with each of the following statements.

- 1 = very satisfied
- 2 = somewhat satisfied
- 3 = neutral
- 4 = somewhat dissatisfied
- 5 = very dissatisfied

1      2      3      4      5

## Heating or Cooling System

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. How satisfied are you with the installation offered by AES ?                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. How satisfied are you with the installation or service rendered ?            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. How satisfying is the quality of the product installed?                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Rate your satisfaction with the product's documentation.                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Rate your overall satisfaction with the Heating or Cooling system installed. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Service and/or Repair

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6. How satisfied are you with the responsiveness of AES ?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. How satisfied are you with the AES Service Contract's 24 HR emergency service offered to you ? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Rate your overall satisfaction with AES's service or repair.                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Company

- |  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 9. Rate your overall satisfaction with the customer service. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Overall, how satisfied are you with AES as a company ?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. How can AES Inc. improve your customer experience ?      |                       |                       |                       |                       |                       |

Thank you for helping us be a better company!