

CUSTOMER CALL NOTES

COMPANY NAME Peterson Publishing

CONTACT NAME Julie O'Connell

1) Are you the contact person for Vantage? Yes No

IF NO:

1a) Get name and phone of new contact. Name:
New Phone:

2) Do you have frequent enough contact w/your Vantage acct. representative? Yes No NA

Comments: Customer has not seen their representative since the initial sale.

3) Is your account representative adequately servicing your needs? Yes No NA

IF NO:

3a)

- Inaccurate info provided
- Infrequent contact
- Poor follow up w/info
- Unresolved billing issues
- Unresolved tech issues
- Untimely return of calls
- Other:

Comments: Customer has been waiting on a return call regarding the upgrading of services.

4) Has Vantage handled technical issues or concerns satisfactorily? Yes No NA Not Sure

IF NO:

4a)

- Activation at new location too slow
- Activation of new services difficult
- Communication inadequate
- Inadequate access to tech support
- Too slow to resolve
- Other:

Comments: Customer has experienced numerous technical problems and Vantage has not always been timely in their response to them or quick in their resolution of them.

IF NOT SURE:

4b)

- Activation at new location too slow
- Activation of new services difficult
- Communication inadequate
- Inadequate access to tech support
- Too slow to resolve
- Not sure which co. resp. for problem
- Other:

Comments:

5) Would you recommend Vantage to others in your field who are in need of the security services that they offer? Yes No Not Sure

5a) IF YES: Strongly Moderately W/Reservation

5b) IF MODERATELY: Why?

- Do not recommend anyone strongly
- Poor customer service
- Relationship too new

**Vantage Alarm & Security Technologies - 1st and 2nd Quarter Comparison
CUSTOMER SATISFACTION & LOYALTY SURVEY**

All Regions

- Unresolved billing issues Unresolved technical issues Other:

Comments:

5c) IF W/RESERVATION: Why?

- Do not recommend anyone strongly Poor customer service Relationship too new
 Unresolved billing issues Unresolved technical issues Other:

Comments:

5d) IF NO: Why?

- Lack of confidence in Vantage Poor customer service Relationship too new
 Unresolved billing issues Unresolved technical issues Other:

Comments:

5e) IF NOT SURE: Why?

- Lack of confidence in Vantage Poor customer service Relationship too new
 Unresolved billing issues Unresolved tech issues Other:

Comments:

6) Are there any additional comments on how the service to you can be improved?

Comments:

7) Would you make the same decision again to use Vantage?

- Yes No NA Not Sure

7a) IF NO: Why?

- Lack of confidence in Vantage Poor customer service Relationship too new
 Unresolved billing issues Unresolved tech issues Other:

Comments:

7b) IF NOT SURE: Why?

- Lack of confidence in Vantage Poor customer service Relationship too new
 Unresolved billing issues Unresolved tech issues Other:

Comments:

8) Additional Comments

Additional contact requested?

- Yes No

Date notified