

# ATHENA

## BUSINESS SYSTEMS, INC.

PO BOX 6527- ATHENS, GA. 30604-PH 706-353-7582 -FAX 706-548-6153

To: Habersham Plantation 706-886-7592

Ref: Copier

Date: 04/9/2009

You have recently received service for your office equipment from Athena Business Systems. In reference to this experience, we would like your feedback. After completion, please return by fax to the above number

(1) When you made your initial call to ABS was the representative courteous and helpful.

YES/NO Yes If no: please explain below.

(2) Did ABS respond to your needs in a timely and courteous manner?

YES/NO Yes If no: please explain below.

(3) Was the ABS technician that responded to your call courteous, professional and able to resolve the problem?

YES/NO Yes If no: please explain below.

(4) Thinking specifically of Athena Business Systems, how would you rate your overall experience during the resolution of your problem?

(1-5), 1 being poor and 5 being excellent. 5

If you answered **NO** to any of the first three questions please explain below. Also, if you have any specific suggestions by which we may better serve you please let us know. As always, we appreciate your business and will always strive to deliver the best service possible.

We appreciate your outstanding customer service!

Your Name: Melissa C. Ottaway Date: 4-14-09