

Estate Plan

Pacific States Communications

(775) 284-4100

PSC is proudly celebrating 23 years serving Northern Nevada, and as a company we continually strive to improve. We would greatly appreciate your feedback on how well we did!

Areas of interest:

- | | | | | | |
|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely maner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan

Service Order: 135972

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent

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| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan M.

Client: Diversified Conc.

Service Order: 136206

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent



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| • Was Dispatch helpful in assisting you? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Was the work completed in a timely manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | | | |

Comments:

PSC Technician Ryan M. Client: Applied Mechanical Service Order: 136107

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| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Client: IES Service Order: 136121

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(7 7 5) 2 8 4 - 4 1 0 0



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| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Client: Natel Eng. Service Order: 136099
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| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Client: ICDA Service Order: 136070
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Areas of interest:

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- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

PSC Technician Ryan Client: Century 21 Service Order: 136048
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- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments: TECH WAS EXCELLENT!

PSC Technician Ryan Client: Park Cattle Service Order: 136074
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- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

PSC Technician Ryan

Service Order: 135960

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Sierra Air Center

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Areas of interest:

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- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

I called at 8:10AM, the tech was here by 9:15, and the work was done at 9:45. Pretty impressive! Thanks

PSC Technician Ryan

Service Order: 135992

Check us out at www.psc-reno.com

Airworth

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| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Client: ADI Service Order: 136124
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| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan M. Client: Silver Canyon Dev. Service Order: 136115
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- Was Dispatch helpful in assisting you?
- Did the PSC technician arrive as scheduled?
- Was the work completed in a timely maner?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes No

Comments:

Very Good Service Jim Hudgely
PSC Technician Ryan Service Order: 135946 REED ELECTRIC

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Michael
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- Was Dispatch helpful in assisting you?
- Did the PSC technician arrive as scheduled?
- Was the work completed in a timely maner?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes No

Comments:

EXCELLENT WORK AND SERVICE.

PSC Technician Ryan M. Service Order: 139-1353-135952

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Animal Emergency Center



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Areas of interest:

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| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: Ryan answered all of my questions and was very helpful.

PSC Technician Ryan

Client: Ebble DDS

Service Order: 136299

1 = Dissatisfied

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3 = Good

4 = Very Good

5 = Excellent

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| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate?: | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan M.

Client: Alpine Ins.

Service Order: 136065

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2 = Just OK

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| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | | |

Comments:

PSC Technician Ryan M. Client: Buddy Miller Service Order: 136419

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| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Service Order: 135899

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| • Did the PSC technician review the work completed? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: *Kelvyn was so knowledgeable & courteous. What a pleasure he has been to work with*

PSC Technician Kelvyn

Client: Heritage Bank
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Service Order: 136761

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| • Did the PSC technician review the work completed? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Kelvyn

Client: AIRPORT GARDENS
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Service Order: 136726

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| • Would you recommend PSC to another business associate? | Yes <input type="checkbox"/> | | | | No <input type="checkbox"/> |

Comments:

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| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | | | No <input type="checkbox"/> |

Comments:

PSC Technician Ryan Monaghan Client: Paterson Service Order: 136777
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 1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent



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Areas of interest:

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|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: *Allen is a very nice and professional person. He called on us back in June and when I saw it was him again this morning I had an instant smile.*

PSC Technician Allen Helsing Client: RenoNeurological Assoc. Service Order: ? 2/5/09
 Check us out at www.psc-reno.com!!
 1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent 136140



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Sierra Rehabilitation

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Areas of interest:

- | | 1 | 2 | 3 | 4 | 5 |
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| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: *Allen is always helpful - professional & courteous. We would always ask for him - willing to answer all questions & explain in detail what was done*

PSC Technician Allen Helsing Client: _____ Service Order: 136161
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Areas of interest:

- Was your call answered promptly and courteously? 1 2 3 4 5
- Was Dispatch helpful in assisting you?
- Did the PSC technician arrive as scheduled?
- Was the work completed in a timely manner?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes No

Comments:

PSC Technician ALLEN HELSING Client: PINNACLE DRYWALL Service Order: 136178
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1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent

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Areas of interest:

- Was your call answered promptly and courteously? 1 2 3 4 5
- Was Dispatch helpful in assisting you?
- Did the PSC technician arrive as scheduled?
- Was the work completed in a timely manor?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes No

Comments:

EXCELLANT SERVICE ... AS ALWAYS!!!

PSC Technician ALLEN HELSING Service Order: 135980 NIOTAN
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Areas of interest:

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| | BAD | | | | | Good |
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| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Would you recommend PSC to another business associate? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> | | | |

Comments:

PSC Technician ALLEN HELSING Client: RIBEIRO CORP. Service Order: 136175

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Areas of interest:

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| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: Allen did a wonderful job helping with our phones, He answered all my questions, was very professional & personable. Thank you so much for all your help! 2.6.09

PSC Technician Allen Helsing Client: Parrich & Associates Service Order: _____

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136119

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Areas of interest:

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| • Was your call answered promptly and courteously? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician ALLEN HELSING Client: INTER-TRIBAL COUNCIL Service Order: 136190
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1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent

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Areas of interest:

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| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician ALLEN HELSING Client: Pat Cortez Service Order: 136183
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Reno Radio Rep.



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Areas of interest:

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| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician ALLEN HELSING Client: James Edward Eng Service Order: 136291
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Areas of interest:

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| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician ALLEN HELSING Client: Vital Systems Service Order: 136194
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Areas of Interest:

- Was your call answered promptly and courteously?
- Was Dispatch helpful in assisting you?
- Did the PSC technician arrive as scheduled?
- Was the work completed in a timely manner?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes No

Comments: Outstanding Service - Thanks Allen!

PSC Technician Allen Hulsberg Client Ram Oper Fleurdels Service Order: 136370
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Areas of Interest:

- Was your call answered promptly and courteously?
- Was Dispatch helpful in assisting you?
- Did the PSC technician arrive as scheduled?
- Was the work completed in a timely manner?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes No

Comments: Aaron has been a great help. Very professional

PSC Technician A. Hulsberg Client Krista Carini Nevada Vision Group Service Order: 136372
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Areas of interest:

- Was your call answered promptly and courteously? 1 2 3 4 5
- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

PSC Technician ALLEN HEBBING Client: IES COMMERCIAL Service Order: 136061

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Pacific States Communications

Hendricks Insurance

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Areas of interest:

- Was your call answered promptly and courteously? 1 2 3 4 5
- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

PSC Technician ALLEN HEBBING Service Order: 135868

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Areas of interest:

- Was your call answered promptly and courteously? 1 2 3 4 5
- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

[Handwritten signature]

PSC Technician ALLEN HELSING Client: _____ Service Order: 136156

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent SIERRA NV CONST.

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Areas of interest:

- Was your call answered promptly and courteously? 1 2 3 4 5
- Was Dispatch helpful in assisting you? 1 2 3 4 5
- Did the PSC technician arrive as scheduled? 1 2 3 4 5
- Was the work completed in a timely manner? 1 2 3 4 5
- Did the PSC technician review the work completed? 1 2 3 4 5
- Would you recommend PSC to another business associate? Yes No

Comments:

Excellent customer service! Thank you.

PSC Technician ALLEN HELSING Client: CFA, Inc. Service Order: 136165

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Areas of interest:

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| • Was your call answered promptly and courteously? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan

Client: Kennedy/Jerks

Service Order: 136690

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2 = Just OK

3 = Good

4 = Very Good

5 = Excellent

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Areas of interest:

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| • Was your call answered promptly and courteously? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician Allen

Client: McKenzie Properties

Service Order: 4/2/09

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3 = Good

4 = Very Good

5 = Excellent

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136717

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Areas of interest:

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| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely maner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

PSC Technician ALLEN HELSING

Service Order: 135995 Poggemeyer

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Poggemeyer

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Areas of interest:

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|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely maner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

Thank you!

PSC Technician ALLEN HELSING

Service Order: 135892

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Chaiken Tahoe Management
02.09.06

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SMS

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Areas of interest:

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| • Was your call answered promptly and courteously? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Was Dispatch helpful in assisting you? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician arrive as scheduled? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Was the work completed in a timely manner? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician review the work completed? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Would you recommend PSC to another business associate? | Yes | <input checked="" type="checkbox"/> | | No | <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Monaghan Client: Rajun Cajun Service Order: 136606
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Areas of interest:

- | | (-) | 1 | 2 | 3 | 4 | 5 | (++) |
|---|-----|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|------|
| • Was your call answered promptly and courteously? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Was Dispatch helpful in assisting you? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician arrive as scheduled? | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| • Was the work completed in a timely manner? <u>NA</u> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| • Did the PSC technician review the work completed? <u>NA</u> | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| • Would you recommend PSC to another business associate? | Yes | <input checked="" type="checkbox"/> | | No | <input type="checkbox"/> | | |

Comments:

PSC Technician Ryan Client: Ward-Young Arch. Service Order: 136605
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1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent

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NS

PSC is proudly celebrating 23 years serving Northern Nevada, and as a company we continually strive to improve. We would greatly appreciate your feedback on how well we did!

Areas of interest:

- | | (-) | | | | (++) |
|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: Your dispatcher, Mary, is always pleasant and helpful, and your technicians are very personable as well. Thank you so much for your prompt & excellent service.

PSC Technician Ryan M. Client: Reno ORTHO Service Order: 136656

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Areas of interest:

- | | (-) | | | | (++) |
|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments: EVERYONE IS ALWAYS SO HELPFULL NO MATTER HOW BIG OR SMALL THE PROBLEM TURNS OUT TO BE. THANK YOU!!

PSC Technician Ryan M. Client: Business and Professional Service Service Order: 136680

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Tech. Center

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Areas of interest:

- | | | | | | |
|--|---|--------------------------|-----------------------------|-------------------------------------|-------------------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| • Was your call answered promptly and courteously? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | |

Comments:

VERY PLEASANT TECHNICIAN

PSC Technician Ryan/Allen

Service Order: 135996

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4 = Very Good

5 = Excellent

Technology Center



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Areas of interest:

- | | | | | | | | |
|--|-----|---|--------------------------|-----------------------------|--------------------------|--------------------------|-------------------------------------|
| | (-) | 1 | 2 | 3 | 4 | 5 | (++) |
| • Was your call answered promptly and courteously? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was Dispatch helpful in assisting you? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician arrive as scheduled? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Was the work completed in a timely manner? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Did the PSC technician review the work completed? | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| • Would you recommend PSC to another business associate? | | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | | | |

Comments:

Fabulous job! They both deserve a BIG raise!

PSC Technician Ryan/Allan

Client: Frugoli

Service Order: 136371

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3 = Good

4 = Very Good

5 = Excellent