

## 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 type="checkbox"/>	<input type="checkbox"/>
• Was Dispatch helpful in assisting you?	<input type="checkbox"/>	<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 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: WE HAVE AWARDED PAC STATES MANY PROJECTS OVER THE YEARS AND I AM IMPRESSED WITH THE LEVEL OF EXPERTISE THE COMPANY EXHIBITS. THE WORK COMES IN ON TIME, ON BUDGET, AND IS DONE CORRECTLY + COMPLETELY THE FIRST TIME. IN ADDITION, YOUR TECHNICIANS ARE FRIENDLY + HELPFUL AND GO BEYOND THE CALL OF DUTY TO PROVIDE EXCELLENT SERVICE.

PSC Technician JAKE + JEFF Client: ALERE Service Order: 135602

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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

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• 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: Jake and Jeff were very thorough and professional.

PSC Technician JAKE + JEFF Client: ALERE Service Order: 136555

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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:

Ryan was awesome! Thanks!

PSC Technician Ryan M. Client: Principa Service Order: 136332

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| • 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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| • Did the PSC technician review the work completed?      | <input type="checkbox"/>                | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" 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: Crisis Center Service Order: 136353

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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 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: JACK DOLAN & ASSOCIATES Service Order: \_\_\_\_\_

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| • Was your call answered promptly and courteously?       |     | <input type="checkbox"/>                | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/>            |      |
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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 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: Linda Muffler Service Order: 136462

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Areas of interest:

- |  |   |                          |                             |                          |                                     |             |
|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|-------------|
|  | <i>Bad</i>                              |                          |                             |                          |                                     | <i>Good</i> |
|  | 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:

*Very happy w/ tech.*

PSC Technician *Allen* Client: *Prokair* Service Order: \_\_\_\_\_

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- |  |   |                          |                             |                          |                                     |      |
|--|---|--------------------------|-----------------------------|--------------------------|-------------------------------------|------|
|  | (-)                                     |                          |                             |                          |                                     | (++) |
|  | 1                                       | 2                        | 3                           | 4                        | 5                                   |      |
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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 checked="" type="checkbox"/> |      |
| • Would you recommend PSC to another business associate? | Yes <input checked="" type="checkbox"/> |                          | No <input type="checkbox"/> |                          |                                     |      |

Comments:

*Allen did a great job and was fast! Super nice too!*

PSC Technician *Allen H.* Client: *Swes* Service Order: *136590*

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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 MONAGHAN Client: JACK DOWD & ASSOCIATES Service Order: \_\_\_\_\_

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|--|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--|--|--|------|
|  | 1                        | 2                                   | 3                        | 4                        | 5                                   |  |  |  |      |
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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 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 M. Client: Landa Muffler Service Order: 136462

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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 ALLEN HELSWIG Client: \_\_\_\_\_ Service Order: 136173

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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 maner?  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: Allen is a great asset to your company. He was extremely professional, friendly and patient while trying to fix our problems.

PSC Technician Allen Helswig Service Order: 135906

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urology Nevada  
01/01/26



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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 REED Client: HOWG D.T. Service Order: 136573  
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	1	2	3	4	5
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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 checked="" type="checkbox"/>
• Would you recommend PSC to another business associate?	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>		

Comments:

PSC Technician REED Client: YES Service Order: 136568  
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| • 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:

*We love when you dispatch Reed to our location because we know he will take care of everything promptly & professionally!*

PSC Technician REED

Client: SOMMERSSET

Service Order: 136416

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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 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:

PSC Technician REED

Client: NEWLAND

Service Order: 136633

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| • 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input 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"/> | <input 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 type="checkbox"/> |                          | No <input type="checkbox"/>         |                                     |                          |                                     |

Comments: *I'd feel that the tech spent ~~too much~~ extra time because he was not experienced. It ended up being simple*

PSC Technician REED Client: TERENCE ADTS Service Order: 136635

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent  
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Areas of interest:

- |  | (-)                                     | 1                        | 2                           | 3                                   | 4                        | (++)                                |
|--|---|--------------------------|-----------------------------|-------------------------------------|--------------------------|-------------------------------------|
| • 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 checked="" 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 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: *I didn't appreciate having my service call moved at the last minute to the next day. If I was already given a time/date it should have been kept*

PSC Technician REED Client: ST THOMAS Service Order: 136628

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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

*which one is the Best?*

Comments: *Very Dan usage to dispatch to see they have always been there for Cap Jack "Rain, dirt, snow in vacation!" all of you are the Best!!*

PSC Technician KELVYN Client: CAPITAL FORD CAPSA Service Order: 136075  
 Check us out at [www.psc-rem.com](http://www.psc-rem.com)

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?  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 IS QUITE FORTUNATE TO HAVE TECH'S LIKE KELVYN + BEAN BOTH COURTEOUS, PROFESSIONAL, AND PERFORM IN A TIMELY MANNER YOU CAN'T BEAT MARY ON THE PHONE FOR BEING RESPONSIVE TO ALL ISSUES*

PSC Technician KELVYN Client: PARASOL Service Order: 136154  
 Check us out at [www.psc-rem.com](http://www.psc-rem.com)

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



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*which one is the Best +*

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: *From Dan Evans to dispatch to tech they have always been there for Cap Ford "Rain, sleet, snow or vacation"! all of you are the Best!!! Thanks*

PSC Technician KELYN Client: CAPITAL FORD CARSON Service Order: 136075  
 Check us out at [www.psc-reno.com](http://www.psc-reno.com)!!  
 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 manner?
- Did the PSC technician review the work completed?
- Would you recommend PSC to another business associate? Yes  No

Comments: *PSC IS QUITE FORTUNATE TO HAVE TECHS LIKE KELYN + BRIAN BOTH COURTEOUS, PROFESSIONAL, AND PERFORM IN A TIMELY MANNER YOU CANT BEAT MARY ON THE PHONE FOR BEING RESPONSIVE TO ALL ISSUES. THANKS!!*

PSC Technician KELYN Client: PARASOL 117 Service Order: 136154  
 Check us out at [www.psc-reno.com](http://www.psc-reno.com)!!  
 1 = Dissatisfied    2 = Just OK    3 = Good    4 = Very Good    5 = Excellent





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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:

KELVIN IS AWESOME! KNOWLEDGEABLE AND VERY VERY PROFESSIONAL, AN ASSET OF THE COMPANY!

PSC Technician KELVIN

Client: WSC WILLOW SPRINGS CENTER

Service Order: \_\_\_\_\_

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3 = Good

4 = Very Good

5 = Excellent

CEASAR PLANT OPERATION WILLOW SPRINGS



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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: Calvin did, and has always done, a fantastic job addressing our needs skillfully and courteously in a very timely manner.

PSC Technician Calvin

Service Order: \_\_\_\_\_

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2 = Just OK

3 = Good

4 = Very Good

5 = Excellent



*Mandeville*

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Areas of interest:

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

Comments:

*Very attentive & personable. Thanks for your help.*

PSC Technician KELLYN

Service Order: 135832

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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*De School District*

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Areas of interest:

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

Comments:

PSC Technician KELLYN

Service Order: 135872

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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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 KELVYN Client WESTERN NV SURGICAL Service Order: 136088  
Call us at 775.284.4100 or visit our website at www.psc-reno.com!

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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 KELVYN Client BRADLEY PENDER + JEMME Service Order: 136671  
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*NV Farm Bureau*

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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 KELVIN

Service Order: 1358918

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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:

*We have never had any problems with getting someone out quickly. Kelvin knows his system very well, and always knows what to do. THANK YOU SO MUCH.*

PSC Technician KELVIN

Client: ECO LOGIC

Service Order: 136052

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

Comments: *Helpful & neat just before meeting - all excellent!*

PSC Technician KOXYO

Client: Explorer Lyxx

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

Service Order: 136697

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

Comments: *Very quiet work & tech answered all my questions. Nice folks all around.*

PSC Technician JAIL KORTE

Client: GOLDER ASSOC.

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

Service Order: 136632

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? (++)
- Was Dispatch helpful in assisting you? (+) 1 2 3 4
- Did the PSC technician arrive as scheduled? 5
- Was the work completed in a timely manner? 6
- Did the PSC technician review the work completed? 7
- Would you recommend PSC to another business associate? Yes No

Comments:

*Thank you! J. Ford*

PSC Technician Scott

Client: Suder

Service Order: 136631

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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? (++)
- Was Dispatch helpful in assisting you? (+) 1 2 3 4
- Did the PSC technician arrive as scheduled? 5
- Was the work completed in a timely manner? 6
- Did the PSC technician review the work completed? 7
- Would you recommend PSC to another business associate? Yes No

Comments:

*Thank you for the excellent service. I really appreciated the change we needed to the plan and your fast action. The job was done in great time with the clean up above what was expected of your group.*

PSC Technician JAY

Client: Lisa Black Gaming

Service Order: 136593

Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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



First Call Title  
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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 Ryan / Sake Service Order: 136534  
 Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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

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- 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 JAKE + RYAN Service Order: 136559  
 Check us out at [www.psc-reno.com](http://www.psc-reno.com)!

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

Comments:

*Give some team they were extremely helpful in our stressful move - Thank you!*

PSC Technician JAYE + TY Client: WORLD FINANCIAL GROUP Service Order: 136662

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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? (++)
- Was Dispatch helpful in assisting you? *Never spoke w them* (+) 5
- Did the PSC technician arrive as scheduled? 4
- Was the work completed in a timely manner? 3
- Did the PSC technician review the work completed? 2
- Would you recommend PSC to another business associate? 1 Yes  No

Comments:

*Extremely prompt & courteous. Very fence Office Administrator*

PSC Technician Ryan/Reed Client: Cory Wright Service Order: 136341

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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? (++)
- Was Dispatch helpful in assisting you? 5
- Did the PSC technician arrive as scheduled? 4
- Was the work completed in a timely manner? 3
- Did the PSC technician review the work completed? 2
- Would you recommend PSC to another business associate? 1

Comments:

Yes  No

PSC Technician Lin Client: Victoria Resources Service Order: 130433  
 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? (++)
- Was Dispatch helpful in assisting you? 5
- Did the PSC technician arrive as scheduled? 4
- Was the work completed in a timely manner? 3
- Did the PSC technician review the work completed? 2
- Would you recommend PSC to another business associate? 1

Comments:

Yes  No

PSC Technician SAKE + KELUYN Client: HERITAGE BANK Service Order: 136687  
 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?  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 Bryan Service Order: 135943  
 Check us out at [www.psc-reno.com](http://www.psc-reno.com)!!  
 1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent  
Western NV College

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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:

Lynn called me right back + helped me take  
care of my little problem - Thanks to Her  
75-816-6000  
Client Name: Dianne Burgess  
Service Order: 1174  
4/20/11

PSC Technician N/A Check us out at [www.psc-reno.com](http://www.psc-reno.com)!!  
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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 Helsing Client: Lake Ridge Golf Course Service Order: 136574

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?  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:

*Allen was exceptionally helpful, cheer full & eager to help.*

PSC Technician Allen Client: Murphy Law Service Order: 136706

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent  
Check us out at [www.psc-reno.com](http://www.psc-reno.com)!!

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(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:
- 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: *Allen Helting & Lingreen have proved to be invaluable in helping us with a mobile phone, in getting it ordered & set-up for our office which is just very busy. Both of them have been helpful & go above & beyond what is required of them. I've really appreciated their ongoing patience.*

PSC Technician Allen Helting Client: Inter-Tailed Criminal of NV Service Order: 136695  
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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 manner?
  - Did the PSC technician review the work completed?
  - Would you recommend PSC to another business associate? Yes  No

Comments: *Very knowledgeable & courteous!  
Thanks ~ AMEC*

PSC Technician REED Service Order: 135949  
Check us out at [www.psc-reno.com](http://www.psc-reno.com)!!

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

*AMEC EARTH & GOOD*





*MS*

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Areas of interest:

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

Comments:

*Allen was the best tech to date!*

PSC Technician Allen Helsing Client: Sierra Meat Company Service Order: 136561

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent  
Check us out at [www.psc-reno.com](http://www.psc-reno.com)!



*MS*

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Areas of interest:

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

Comments:

*Very patient - great to work with!*

PSC Technician Arnell Harsula Client: Dieterich Landscaping Service Order: 136570

1 = Dissatisfied 2 = Just OK 3 = Good 4 = Very Good 5 = Excellent  
Check us out at [www.psc-reno.com](http://www.psc-reno.com)!