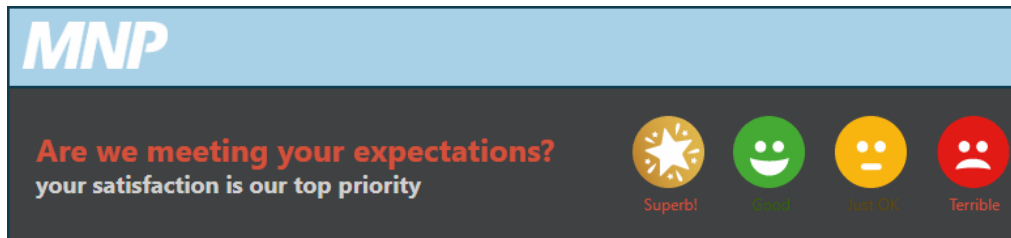


Customer Satisfaction Survey

Submitting Feedback

Once your support ticket is resolved, you'll receive an email that includes a simple Customer Satisfaction Survey. Select the icon that best represents your experience.

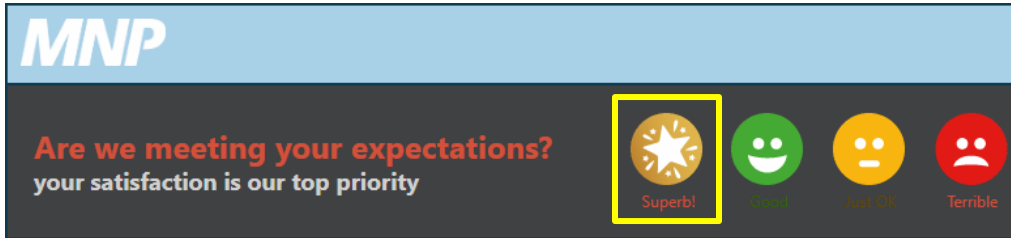


Including a comment will provide more value to your feedback.

The image shows a "Thanks For Your Feedback" form from MNP. The MNP logo is in the top right corner. The main heading is "Thanks For Your Feedback". Below it, it says "You clicked Superb". A message follows: "Great! This is exactly what we are striving for. We may contact you for additional feedback as part of our client experience program." There is a text input field with the placeholder text "Please add comments or further details about your response below:". Below the input field is a checkbox labeled "Please do not contact me regarding this experience". To the right of the checkbox is a red "Submit comment" button.

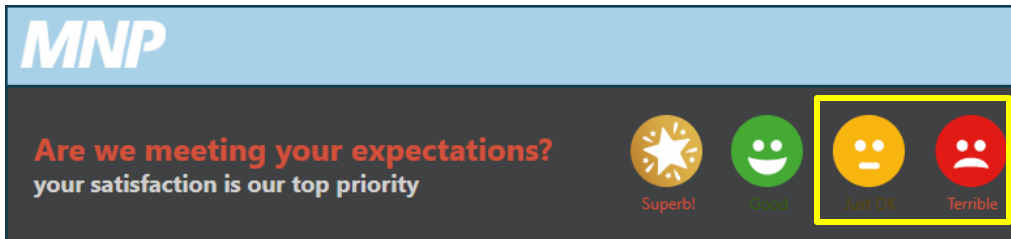
What Happens Next?

Any Gold Star rating that includes a comment is used to recognize Support Team members for their outstanding customer service.



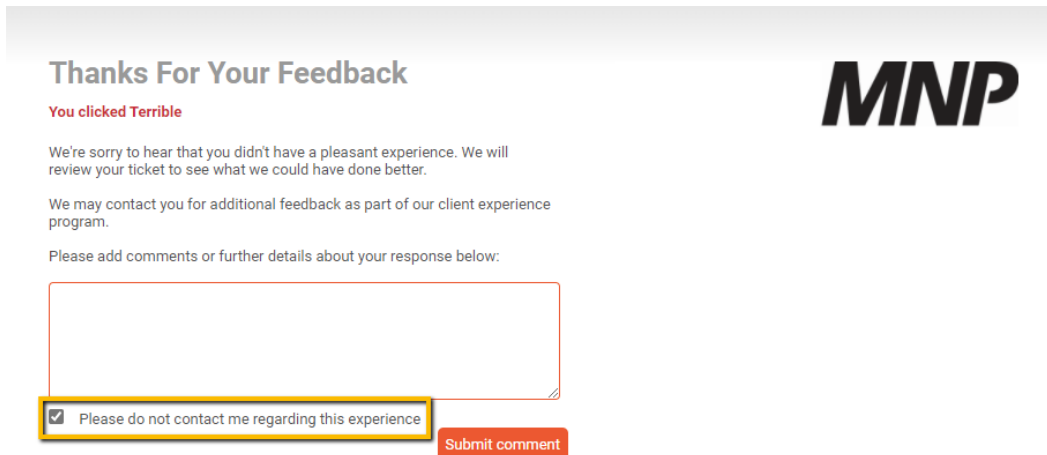
Monthly reports are provided to supervisors for performance reviews of the Support Team.

The Client Experience team reviews all tickets that receive a Yellow and Red rating, looking for common themes and anything that requires additional attention.



One of our Client Experience Managers may contact you for additional feedback on your rating.

If you don't want to be contacted, you can check the box below the comment section here to let us know.

A screenshot of the "Thanks For Your Feedback" page. The MNP logo is in the top right. The text says "Thanks For Your Feedback" and "You clicked Terrible". It includes an apology and a statement that the user may be contacted for additional feedback. Below this is a text input field for comments. At the bottom, there is a checkbox labeled "Please do not contact me regarding this experience" which is checked and highlighted with a yellow border. To the right of the checkbox is a "Submit comment" button.