

# CUSTOMER SATISFACTION

## REPORT CARD

Sunbelt Business Brokers – Customer since 1999



Dr. Joe Safirstein, DDS. – Customer since 2002



The Bridal Loft – Customer since 2004



## Making the Grade

**At Integra, it is our mission to “provide quality, user-friendly service.”**

And we measure our success based on the satisfaction of our customers. Each year, we commission an independent research firm\* to ask Integra customers what they value most from a telecom provider and how satisfied they are with Integra’s service. On behalf of all Integra team members, we’re proud to share the results with you.

### SELF-EVALUATION FORM

Your time is valuable. We set our goals high to ensure you receive the responsive service you deserve.

Answer <b>85%</b> of calls within 20 seconds or less
Resolve <b>80%</b> of customer requests on the first call
Meet <b>100%</b> of commitments made to customers within 24 hours

### RESPONSIVE. RELIABLE. LOCAL.

This is the kind of support you can always count on. And when other telecom companies call to ask for your business, ask to see their grades.



### SPREADING THE WORD

**Did you know 83%** of Integra customers are “likely” to recommend Integra to a friend or business associate? And that’s the best compliment we could ask for.

