

# Mitel Customer Care



First Quarter Q1  
May – July 2009

Mitel Customer Care uses the following customer satisfaction statistics to monitor satisfaction levels "at a glance." Upon completion of each service request, a satisfaction survey is automatically emailed to the customer.

Customer responses are categorized and presented on the chart below by Overall Resolution, Care Center Response, and Field Services/Technician performance. Any customer that rates their experience less than satisfied receives a personal follow-up telephone call or email to discuss and resolve their issue.

## Quarterly Service Level Statistics

