



Customer Termination Survey

- Name of customer: _____
- Phone number: _____
- Address: _____
- Service being used: _____
- Activation date: _____
- Monthly charges: _____

Dear Customer,

Thank you for using services from COMSATS Internet Services in the past. Because you have made a request for service termination and CIS believes in continuous service improvement, I would like to get some feedback from you. I will just ask you 3 short questions:

1. Why did you select CIS for the service you are using?
 - a) Low Setup charges
 - b) Low Monthly charges
 - c) Quality of service
 - d) Quality of support
 - e) Reference
 - f) Other (please specify): _____
2. Why do you want to terminate this service now? Is it because of:
 - a. Slow speed
 - b. Frequent disconnection
 - c. Support issues
 - d. Price
 - e. Other (please specify): _____
3. If the problem is proved to be with CIS and we give you 30% discount on next month's bill, then will you continue service with CIS?
 - a) Yes
 - b) No

If **Yes**, then Thank you for continuing your service with CIS. We will notify our billing department to give you discount on next month's bill.

If **No**, then please return the modem or CPE which had been installed by CIS at your premises so that we can give you the refund. You can return it to our shop in blue area or CIS office in G-5/2 **before 5 PM.**