# aNNEXURE A4 (Category a) : CUSTOMER REFEREnce and SERVICE SATisfaction Survey

**This document serves as reference referral and a service satisfaction survey for media bulk buying, media planning and related services rendered by:……………………………………………………….………………………………...**

**Section A:**

**REFERENCE COMPANY WHO RECEIVED THE SERVICE:**

Company Name: ………………………………………………………………………………………………………………….………...

Company Address: …………………………………………………………………………………………………………………….…...

Service/Contract Period: …Start date: ………………………………………………End Date…………………………………..…….

Company Representative Name: ……………………………………………………………………………………………………..…..

Representative Designation: ………………………………………………………………………………………………………...…….

Representative Contact Number: ……………………………………………………………………………………………………...….

Representative Email Address: ……………………………………………………………………………………………………………

Brief description of the service rendered: ………………………………………………………………………………………………..

…………………………………………………………………………………………………………………….......................................

…………………………………………………………………………………………………………………….......................................

…………………………………………………………………………………………………………………….......................................

**Section B:**

**Please tick only ONE option.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No:** | **Criteria** | **Good** | **Average** | **Poor** | **Comments** |
| 1. | Level of satisfaction with the service rendered: |  |  |  |  |
| 2. | Quality of reports provided |  |  |  |  |

**Comments:**

…………………………………………………………………………………………………………………….......................................

…………………………………………………………………………………………………………………….......................................

**Signature**:…………………………………………………….

**Date:** …………………………………………………………