

Survey Information

Once a technician visit is completed, you may receive a post text survey. If the technician was able to assist you, please help him by rating this survey with the highest number of value.

The scores are a direct response to how you feel about the performance and the service provided by the technician only.

*Using a scale from 0 to 10, a 0-8 is “not at all likely” a **9 and 10 is “likely”**.

Please respond accordingly.

Text Message Survey

Thinking about your technician appointment, how likely are you to recommend Xfinity to family and friends?

Please rate 9 or 10

The scores are a direct response to how you feel about the performance and the service provided by the technician only.

WiFi Name:

WiFi Password:

If you feel you have questions after visit,
please call back to technician at _____