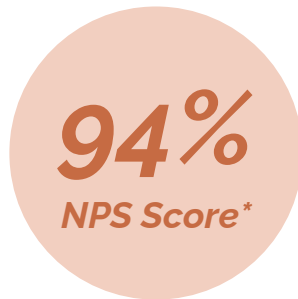




2024 Technical Survey Report



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Timeliness of response	99	17	2	0	4
Courtesy and professionalism	105	12	1	0	4
Machine knowledge and competence	102	15	1	1	3
Timeliness of resolution	98	18	1	1	4
Cleanliness of the site	103	13	1	1	4
Quality of the work (diagnosis, repair)	101	16	0	1	4

95% are satisfied with response & resolution time

96% are satisfied with knowledge and competence

96% are satisfied with the quality of the work.

*The NPS, or "Net Promoter Score", measures the probability of being recommended to a friend or colleague.