

RFP 19/2020: PROVISION OF MEDIA BULK BUYING, MEDIA PLANNING AND RELATED SERVICES FOR SARS

ANNEXURE B: 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.	Accessibility and availability				
2.	Level of satisfaction with the service rendered:				
3.	Average discount percentage received over the contract period				
3.1	Media Space - TV	> 14.30%	14.30%	< 14.30%	
3.2	Media Space - Radio	> 16 %	16.00%	< 16 %	
3.3	Media Space - Digital	> 57.70%	57.70%	< 57.70%	

Comments:

.....

.....

Signature:.....

Date: