

Surveys show Datamerge exceeds "Best-in-class"™ Customer service

Datamerge Exceeds "Best Practice Benchmark"

for Customer Service

We are pleased to share the results of our 2007 Customer Satisfaction Survey and want to thank everyone who participated - your feedback has been extremely valuable.

The survey enabled us to determine our performance against the areas of most importance to our customers and exceed the Best Practice Benchmark for customer satisfaction within our industry.

Results:

The 2007 results show that once again our customers remain highly satisfied with the services we provide.

An increase in the average level of satisfaction over the previous year indicates that our efforts to continually improve our service levels are paying off - which keeps our customers and us happy!

Additionally, 9 out of 10 Datamerge customers indicated they would recommend our services.

"The high level of satisfaction among our customers demonstrates our commitment to providing outstanding service."

Mark Dutton (Managing Director)

Customer Service Initiatives:

Datamerge continues to implement many new customer service initiatives that will continue to differentiate us from our competitors - all specifically designed to improve customer service.

We are committed to providing a team of highly skilled professionals who deliver quality IT and Telephony solutions and services in a cost effective and timely manner.

OUR TEAM IS AN EXTENSION OF YOUR TEAM

What our customers are saying:

Below are some of comments from our customers provided during the 2007 Datamerge Customer Satisfaction Survey:

"Very satisfied with Datamerge"

"Very happy with the services provided"

"Overall happy with the service"

"Very happy - quick response when we need help"

"Happy with Datamerge"

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"It's our continual quest to provide the best IT services combined with our focus on the customer which differentiates us from other providers."

(Gary Botley, General Manager)

