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Comments:

Vendor has met our expectations of providing continuous internet access to all library locations without interruptions.

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Comments:

Respond to request for assistance in a timely manner. Most problems are resolved within 24 hours of notification.

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Comments:

Issues are resolved within a reasonable amount of time depending on the nature of the issue.

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Comments:

Vendor has met all required expectations.

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Comments:

Calls and emails are returned in a timely manner. Our assigned representative is always available to answer questions and address our concerns.

Overall Performance Rating: 4.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <div><div><div></div></div> Yes</div> <div><div></div> No</div>		Rating completed by: <div></div>
Department Head Name	Department Head Signature	Date
Gayle H. Holloman	<div>DocuSigned by: Gayle H. Holloman</div>	11/2/202005/25/2021
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