



107 Mason Avenue
Cape Charles, VA 23310
757.331.8700
Fax 757.331.8719
chesbaycommunications.com

11/15/17

Dear Valued Customer,

As the new GM at CBC, I wanted to introduce myself and get some feedback from you. In the 6 months I have been here, I have had the pleasure of meeting many of you and hope to meet more during Festive Fridays. Our office will be open with refreshments, warm welcome and as a collection site for the Foodbank of the Eastern Shore.

Over the last 6 months CBC tackled the following key projects to improve our service:

- Engaged 4 specialists to optimize our systems; we have worked on everything from our satellite dish to the cable that arrives at our customer sites. And everything in between!
- Instituted new customer communication protocols to check with customers after all technician visits to assure excellent service!
- Added monitoring equipment across all our systems to improve service levels.
- Coming early 2018, 3 new HD channels: Tennis Channel, CNN & The Weather Channel

Now we need to hear from you! Our goal is to be the best TV, Internet and Phone provider. We want to know where else to focus our efforts to accomplish this goal! I would like to know how our staff treats you, what you think of our services and what you would like to see in the future (think additional channels or features).

Please take our online survey located at the bottom of our home page, ChesapeakeBayCommunications.com.

Don't like online surveys? Call the office and we will run through a quick survey on the phone! We're giving away a brand-new Amazon Echo to one lucky survey taker! Drawing scheduled for 12/22/17.

Thank you for being a customer! We will continue to work hard to earn your business and make improvements in your service. Please stop by to visit us during Festive Fridays and help us serve those less fortunate. I would love to meet as many customers as possible!

Sincerely,

Rob Harris
General Manager
Chesapeake Bay Communications
Rob.harris@Chesbaycommunications.net
(757) 331-8710