

# NPS & Satisfaction Survey Builder

Telecom, ISP & Cable

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

## Background

Get an NPS and satisfaction survey for your telecom/ISP subscribers — the core NPS question, driver questions across speed, support and billing, and a plan to close the loop on detractors. Fill in your context below.

## Purpose of this tool & output

Measure and act on subscriber satisfaction

## How the output is used

Use the builder to measure subscriber satisfaction and act on it — NPS questions, timing and a follow-up loop.

## Important cautions

AI-generated survey; adapt to your channel.

## Companion documents

- Grievance Redressal SOP
- Customer / Citizen Charter
- SLA Credit / Rebate Policy
- Churn Reduction Plan
- Support Call & Chat Scripts
- Complaint Response Templates

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.