

**Exhibit 5.9**

**Sample Customer Complaint Form of IM Telecom, LLC d/b/a Infiniti Mobile**

## Customer Complaint Form

Date of Call \_\_\_\_\_

Name of Customer \_\_\_\_\_

Number Customer can be reached \_\_\_\_\_

Employee taking the Complaint \_\_\_\_\_

Complaint (employee to take detailed notes) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Can this complaint be resolved by staff: Yes  No

If no, complaint transmitted to management:

Identify: date and who complaint was transferred to \_\_\_\_\_

If yes, complete the remainder of this form:

Date of call back to Customer to resolve \_\_\_\_\_

Employee who spoke to Customer \_\_\_\_\_

How was the matter resolved: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please ask the customer the following: (rank 1-5: 1 being the least satisfied & 5 being the most satisfied)

Was the issue resolved in a professional manner?                    1        2        3        4        5

Was the issue resolved in a timely manner?                         1        2        3        4        5

Were you satisfied with the customer service?                     1        2        3        4        5

Would you recommend IM Telecom?                                    1        2        3        4        5

Is there anything we could do to make the process better: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_