



Dr. Jack R. Shelton, Senior Minister

March 13, 1996

MicroAge  
9777 W. Gulf Bank #B Suite 1000  
Houston, TX 77040

Dear Brian,

I write letters occasionally of complaints to vendors (not often) and I also write complementary letters.

I would like this letter in your files. While I have had a few problems with your company, I also have had great results. Louis Lopez is one of your best. He is very friendly while being professional. He knows what he is doing and even goes as far as to apologize when it takes him longer than he thinks it should to complete a project. He has come out in times past and worked on a problem I was having that was not on the list to do without complaining or hesitating.

It is always good to have someone you can relate to and ask for when having service done. I have always asked that you be sent out first (this is when you were still doing this kind of work.); and since you are no longer available, I usually request Louis. There have been times that he has not been available and I understand this; but when Bill told me he was the one coming out, it made my day.

He is truly a fine young man and I hope you don't lose him to someone else. (No, he has not indicated he is leaving.)

Very truly yours,

*Mary Lee Lawson*

Mary Lee Lawson  
Administrative Assistant

CC: Bill Peterson