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October 10, 2000

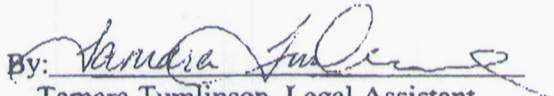
To Supervisor of Louis Lopez:

I would like to express my appreciation for Louis Lopez, Technician. We have been associated with your company for about 6 weeks and are completely satisfied with the service provided by Mr. Lopez. On several occasions, we have required his expertise to solve problems and he has made every effort to return our calls and/or emails. I was amazed this past October 2, when I turned the corner in our hallway and ran into Mr. Lopez. He stated he wanted to make sure the problem we had spoken about on the phone was handled correctly. What makes this event so amazing was that he had not been requested to come over and assist. He simply arrived to guarantee our satisfaction. In a world of consumers being pushed aside for the newest and larger sell, it is a delight to know there are some people who actually take the time to make their patrons feel special.

I encourage that Mr. Lopez receive recognition for being an outstanding representative of your company.

Sincerely,

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By: 
Tamara Tumlinson, Legal Assistant