

Casey D Smith

From: Deb Kile [KileD@poggemeyer.com]
Sent: Tuesday, June 01, 2010 6:15 PM
To: 'Casey D Smith'
Subject: THANKS!

Casey,

I would like to thank you and the CDS team for your prompt response to get our phone system restored to working order after a lightning strike last week. Being in a customer service business, we rely on our telecommunications equipment to manage projects and properly respond to clients so it is important to have our systems functioning.

Your technician, Brian, was quickly dispatched and he worked diligently to restore service. The problems were somewhat challenging at times, but he persevered until everything was resolved. We also appreciate your effort in searching for replacement equipment and coordinating expeditious delivery enabling us to be fully operational again within two days.

The great customer service and support provided by the CDS team is truly appreciated. Thanks again.

Deb Kile

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