

October 9, 2003

Mr. Casey Smith
CDS Telco
5241 Secor, Suite S
Toledo, OH 43623

Dear Casey,

Greetings from the Toledo Hearing and Speech Center! We recently combined our two previous office locations into one new location. Your company assisted us with that move by installing new cable, moving our phone system, and helping us get our phones/voice mail set up to run out of one office.

I just wanted to personally thank you and your staff, and offer my compliments on a job well done. So many times those of us in charge just get the negative feedback, and I wanted to share positive feedback with you. Throughout this project, I worked with Bob, Barb, Gary, Greg, and Wendy. All of them were just great to work with!

Bob and Barb helped us get organized on the front end of things. Both responded to questions I had, and were very easy to work with. I know Bob made a couple of extra trips to my new location to ensure we had things set up the way we needed them to be.

Gary and Greg did an outstanding job as well. It was a busy day the day we actually moved into the new office. They were patient as they worked around all the staff and the movers, and they made sure we were up and running before they left. The next day I realized we were missing a network connection, and they came over late on a Friday to get that installed for me, in addition to the other work they already had scheduled that day. I really appreciated that so much as it was our network printer drop, and we only have one!

Wendy came over and in serviced the staff on the changes in how we were utilizing the phones and voice mail now that we were in one office. She is always so pleasant and works well with myself and the staff. After the meeting, she also dropped off some plastic protectors that my staff had asked her for, which was very nice.

Again, I just wanted to let you know that your staff did a great job for us, and I really appreciated it. It made all the stress of moving a little easier!

Sincerely,



Pamela Myers
Executive Director

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