

Mr Kevin Keely
% Cerplex
1382 Bell Ave
Tustin CA 92780

6 June 97

Dear Mr Keely,

I recently had a computer repaired by your company.

It took several phone calls and many arrangements on my part, but your customer service rep. Eric Sundeen was very helpful throughout the process. He was patient, courteous and more than willing to answer my questions. He helped make the experience a positive one.

I hope to not need your services again in the near future, but if I do, I hope Eric will be available to assist. Thank you again for your services.

Sincerely,
Kathy Konek

PO Box 382
Ponderay ID
83852-0382