

9/21/2004

It's to bad more companies  
arent as considerate as you  
people are.

The call to let me know  
the serviceman was  
running late and his  
thoughtfulness in explaining  
things to me were far more  
than I have seen in any  
company in a long time.  
You should pat yourselves  
on the back for a  
job well done.

Thank you

J. A. Mokena

