

To: Mike Ohman and Team

Re: Comments on Service and Performance

Jeanie and I felt compelled to write and express our appreciation, once again, for the excellent work done in support of our home entertainment system. As you know, we have been customers for over five years and have had your team install two complete systems in two of our homes.

We continue to be amazed at the dedication and knowledge exhibited by each of your representatives, not only during installation but on any follow up calls. Your staff are polite and sincere in their interest in providing and maintaining a top quality product. We will continue to tell all of our friends about your superior product and service.

Thanks again for all of your good work.

Best Regards  
Paul & Jeanie Shrive