

Albin W. Johnson, M.D.

Raleigh, N.C. 27612

August 3, 2006

Dear Steve, (JETTER)

As you had outlined – Katie called Monday morning to set up a time for Jim to come out to check my connections. He was to come at 1 pm.
At 12:30 in preparation for his visit – I realized that I had one option on the receiver improperly selected – on correcting it, all the system worked properly.

For several days the CD, and DVD player and the other components function correctly for the first time in at least a year.

You have my most sincere gratitude. During our contact last December, and all through the last few weeks, the time you gave me and consideration and courtesy you have shown me go far and above the call of duty. During this age of a recording with “please select one of the following options” when it comes to repair of any machine, it is extremely rare to find such consideration and help.

I hope you will accept the gift I have enclosed, and that it can be used for something that will make your life simpler and more enjoyable.

What a joy to know that human consideration still exists in business relationships.

Gratefully,

cc: The Manager
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