

Joe Ciulla

From: Chiu, Terry [TChiu@Cara.com]
Sent: Monday, June 21, 2004 8:42 AM
To: Joe Ciulla (E-mail)
Subject: FW: Draulico

Hi Joe,
Please see Kevin's positive feedback to you and your team. Thank you for your effort to improve the service level and your commitment to Milestone's and Cara. You have turned the ship around to your favour. This is true partnership at work! a big thank you to you and your team.

*Terry Chiu, RID (Fellow)
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-----Original Message-----

From: Richmond Milestone's
Sent: Saturday, June 19, 2004 4:14 PM
To: Ward, Scott; Gillis, John; Chiu, Terry
Cc: Ian Kerr
Subject: Draulico

Gentlemen,

I have, in the past, been an outspoken voice as to my displeasure with DMS.

Not so long ago, you asked for feedback about our concerns.
Shortly after that, Joe Cuilla came by and had a meeting with Ian and I.

I think that it is only fair that I now acknowledge how pleased we have been with the level of service DMS is providing.

Response times to our calls are very prompt.
Workmanship has been timely and of good quality.
Trouble shooting has been good.
I am not currently aware of any billing issues.
What impresses me most is the courtesy that we are shown by the technicians and office people.
Particularly, the way in which the technicians have taken the time to explain exactly what is wrong (in laymans terms) exactly how they're fixing it, and how we can prevent similar problems in the future.

I'm pleased to give credit where credit is due.

Feel free to pass this on to Joe if you see fit.

Cheers

Kevin Taylor
Richmond Milestone's
5206

6/21/2004