



Flat Rate Long Distance

30 March 1990

Samuel C. Harrell
10154 Bel Air Ave.,
Montclair, CA. 91763

Dear Sam,

Over the past couple of years SBC has experienced great loses in its customer base, due to "poor customer services". Although the primary contribution to this problem was corrected by hire professionals in key positions our business was still lacking in discipline and operational expedience.

The operational procedures and an automated dispatch system, development and introduction by you, has enabled us in increasing our business approximately 30% over the past several months. A further testament to your contribution is in the returns of customers who once cancelled our services because of poor response. Your efforts have provided us with a long term capability to expeditiously respond to customer needs, while maintaining an uninterrupted operational flow and accountability.

SBC would like to extend its deepest appreciation for the many benefits we have received from our association with you and your quality expert services. We wish you good fortune in your future endeavors and offer our endorsement of your capabilities to anyone requiring a recommendation.

Singerely

William VanVloit

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