



August 10, 2006

Dear Dan (Madison's Computer Guy),

I like doing business with people who produce high quality work while demonstrating integrity, honesty, and a passion for their work. I like working with people I can trust.

Consequently, I like doing business with you.

First, let me say that the thoroughness of your work was exceptional. You kept digging until you found the problem with my computer. A problem, by the way, that the most popular brands of computer internet protection software could not find or correct. My computer works so fast now that I found myself double checking that it actually performed the tasks. I was so used to substandard performance, that I couldn't believe it really did what I asked it to do. Bravo.

Second, your explanation of what you had to go through to correct the problem indicates to me, not only your thoroughness and expertise, but your passion for your work. Your concern about my past experiences with purchasing software and repairs on my computer was far beyond what I expected – although it was so welcomed. Your billing structure is more than fair and I know from previous experience that I would have paid far more just to have another computer business look at it. With you I got the entire job completed satisfactorily.

I also realized what a wonderful difference it was working with you from other computer repair businesses. I was able to talk to the person who actually worked on my computer. You sat with me until you fully understood what the problems were and what I needed my computer to do. Previously, I would drop off the computer, try to explain what I needed and a week and \$200-\$400 later I hoped I had a working computer. With you I wait overnight, pay less money, and definitely know I have a working computer – because you delivered it, set it up, and showed me the difference.

I will always bring you my business and that of my family's. I will also refer to you every single person I know who needs help with their computer. They will think I am the hero for finding them such a great and honest businessman.

I greatly appreciate your work and your business integrity. You deserve the name Madison's Computer Guy at least. It should be Madison's Best Computer Guy.

Sincerely,

Maura Taggart, PhD