



March 2, 2011

Mark Robinson
Excalibur Technology
8080 Beckett Ridge Drive, Suite 107
West Chester, OH 45069

Mark:

Once again, I thank you for providing prompt, excellence service in repairing my home laptop computers. The care you and your staff provided was above and beyond the call of duty. The timeliness of your service resulted in minimal downtime for me and my family. Your willingness to communicate with us in “layman’s terms” made current repairs and preventative maintenance easy to understand. Your customer service was equally matched by your affordable pricing.

I am also very appreciative for quality of work you have provided in our Whiz Kids Tutoring & Mentoring office. Your flexible scheduling allowed for my staff and I to get connected with various departments at our convenience. You and your staff have always been available to answer our questions over the phone – another staple of your customer service. Being a non-profit organization on a limited budget, your affordability has made all the difference in the world. We have told other non-profits about your services, and will continue to do so.

Mark – I greatly appreciate the personal touch you provide. Your follow-up communications and attention to detail have been noticed by both my family members and staff. Excalibur Technologies will continue to be my technology provider, both personally and professionally.

Best regards,

Doug Dunlap
Director of Operations
Whiz Kids of City Gospel Mission
8720 LeSaint Drive
Fairfield, OH 45014