



April 8, 1999

To Whom It May Concern:

I would like to convey my appreciation for the service and support that I have received from the MicroSearch offices in Houston. I would specifically like to thank Kan Yeung for his efforts in making our purchase of a Trinity system for the broadcast studio at Hightower high school a pleasant endeavor. Kan has gone out of his way to answer our questions and provide us with the support we have needed.

Kan has always made himself available for my phone calls, or has returned calls in a quick manner. I have discovered that Kan lives in a nearby neighborhood and on several occasions he has delivered additional input/output cards etc., to my home, to expedite the student's use of the Trinity. Kan has also rearranged a training session to make it more convenient for us to attend, as well as other clients. Kan has simply bent over backwards to help us in anyway he could. Kan's efforts mean a great deal to me and it is a pleasure to do business with him.

We look forward to continued business with MicroSearch and are eagerly awaiting shipment of the Time Machine.

Sincerely,

Jeanette Shumway
Instructional Media Specialist
Hightower H.S. / FBISD