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David Bunch  
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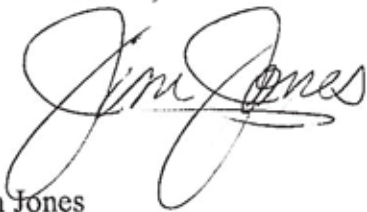
Dear David,

Last night our main air conditioner unit went down. Combined with the brutal heat and having our house up for sale, I needed help quickly. I called your company and they responded beautifully!

Within three hours, your technician, Randy Harper, came and quickly repaired our air conditioner.

David, Randy Harper installed a new a/c coil in our upstairs unit several months ago. This letter is to commend Randy on the excellent job he performed on both occasions. He was diligent and professional. Because of him, we will call Air of Houston to meet our future needs.

Gratefully,

A handwritten signature in cursive script that reads "Jim Jones". The signature is written in black ink and is positioned above the printed name.

Jim Jones

JBj/sn