

Attention: David or Sandra  
Air of Houston  
13 Rolling Glen  
Tomball, Texas 77375

To Whom It May Concern:

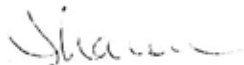
It is my pleasure to write this letter thanking you for the outstanding service performed by Randy Harper at my home on two occasions this summer. I purchased an AC unit from your company a while back and have not needed service until this summer. Service is usually such a painful experience; however, I am pleased to say that this was not the case with these two service calls.

When I called the Sugar Land office to report AC problems, my call was returned right away by Randy Harper. When he arrived at my home, he again listened well to the problems that we were experiencing with the AC, even though I had trouble communicating the problem. I am very glad he took the time to show me how to clean the outside unit and how to check the part in the attic to more intelligently place a service call.

I again had to call the Sugar Land office two weeks later, and this call resulted in the same quick response and same courteous visitation. Randy's technical knowledge and service-oriented attitude were again very much appreciated.

Thank you for providing personnel who truly will represent service! I am happy to report this experience to others I know who may need AC repair.

Sincerely,



Sharon B. Villarreal  
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