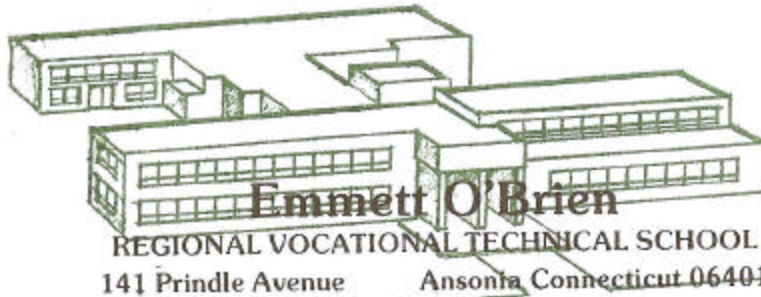




School: 735-9361
Fax: 735-6236



Ann H. Malafrente
Director

Mr. Rick Moody
Sonitrol
100 Constitution Plaza
Hartford, Ct. 06103-1767

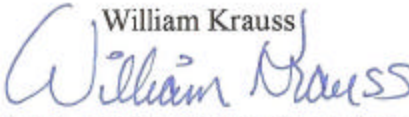
August 27, 1993

Dear Mr. Moody:

I would like to take the time to personally thank you on behalf of Emmett O'Brien RVT School for sending us the installation crew you did for installing our new phone system. Mark and every other individual of that crew deserves recognition for a fine job done under very adverse conditions.

Although school session was over for the summer, and theoretically they should have been able to work without hindrance, that was not the case. We had several summer programs going this year and they were forced to work around our scheduled use of the building. This caused them a great deal of inconvenience. But to their credit, they worked with us, installing where the classrooms and different sections of the building were not in use. Once a room was vacated for the day, they immediately finished their work in that section. They minimized any inconvenience to us and allowed our schedules to continue as planned. Never once did I hear a complaint from them, though at times they certainly would have had just cause. I have never witnessed any of our renovation programs go more smoothly.

Again, my thanks for a great crew of guys.

William Krauss

Fiscal Administrative Supervisor