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<b>To</b>	<b>Teksupport</b>	<b>Date</b>	Tuesday, 9 November 2004
<b>Attention</b>	Rob Secombe	<b>Reference</b>	10998-10027
<b>Fax</b>		<b>Pages</b>	
<b>From</b>	Gary MacLeod	<b>Job No</b>	10998
<b>Subject</b>	<b>Ongoing Support</b>		

Dear Rob,

Just a note of thanks for the work you did in New Zealand setting up our remote office. It's made the communication a lot easier and we can now print A1 size drawings for the site guys without delay and with just a click of the mouse from our end.

I should also thank you for upgrading our system here as well over the last few months! We've now been customers of yours for, what, twelve years? Now we are doing so much overseas work we rely on it to be up every day, twenty four hours a day and we've been on air for all that time apart from a handful of occasions over all those years. Even then most down time has been due to Telecom and not our internal system. I suspect our we've been up for more than 99.5% of the time (but I guess you can tell me that better than I can!)

Best regards,  
Gary MacLeod



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