



Ted,

Thank you for your quick response to implementing voice mail in our plant. This project was of primary importance to us because our largest customer requested that we add v-mail, and add it quickly to meet their needs. By meeting our tight deadline and following our unique requirements in implementing certain portions of the system while delaying others, you fully met the needs of Pilot.

This latest success was not unexpected given your past history of performance. You have helped us to cut our phone bills to less than half their previous cost for both long distance and 313 calling, implemented cost effective switches in plant after plant, and always reprogram our system at NO CHARGE (don't every change this - your competition charges a small fortune for this service). Your suggestion of implementing DID has made me a hero within the Tech Center - I had no idea our switch supported this option so well. It allowed us to make better use of phone lines we had tied up in FAX and modem lines. And John did his usual superb job helping set up our fiber link and repeater on our token ring. He's always been willing to go above and beyond the call of duty.

Great Lakes has proven again its customer orientatin. You earn our business all over again every time we need you.

Thanks again,

A handwritten signature in blue ink, appearing to read "Jim Heaton", is written over the typed name.

Jim Heaton  
Manager, Imformation & Telecommunication Dept.  
Pilot Industries