

Date: 5th June 2006

Our Ref: JMW/244



COVERING EVERY
EVENTUALITY!

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Dear Brian

Just a quick line to say a massive '**thank you**' for sorting out the problems we had with the theft of our phones whilst on holiday in Italy.

Not only did we call you on Saturday from Italy to tell you our bags had been stolen with our phones, but by the time we had got home that evening, you had everything sorted out. You had put a stop on the phone number, arranged for a replacement phone to be delivered and arranged for delivery on Monday by courier to us.

What can I say – that's a fantastic service!

On the basis that we get great rates from you and great service, I wouldn't hesitate to recommending you to anyone.

Once again Brian, thanks for 'sorting it'!

A handwritten signature in black ink that reads 'Julia Watson'.

Julia Watson
Managing Director