

# RURAL HEALTH NETWORK OF OSWEGO COUNTY

May 29, 2002

Mr. Jim Christopher  
Advanced Business Systems, Inc.  
22811 Murrock Circle  
Watertown, New York 13601

A.L. Lee Memorial Hospital

Cayuga Community College

Long Term Care Administrators

Northern Oswego County  
Health Services, Inc.

Oswego County  
Department of Social Services

Oswego County  
Health Department

Oswego County Mental Health

Oswego County OB-GYN, P.C.

Oswego County Opportunities

Oswego Dental Society

Oswego Hospital

Oswego State University

Dear Jim:

Years ago I had the pleasure of meeting you and became acquainted with your company, Advanced Business Machines. Several careers later, I had the opportunity to do something I always wanted to do – purchase a copier from the company that knew the true meaning of customer service.

Yesterday the Rural Health Network of Oswego County received the copier of our dreams with the feat not as easy as it sounds. With budget constraints, time limits, and several organizations involved in the purchase, this feat was accomplished only through the efforts of your salesman, Chris Angello. In spite of several obstacles, his patience, determination, wonderful sense of humor, and consideration for the customer never wavered. (Believe me, yesterday was a true test of this.)

Thank you for assisting us with this purchase and for continuing the tradition I was introduced to so many years ago.

Sincerely,



Collene Dare Alexander  
Director