



August 17<sup>th</sup>, 2009

PC Corp  
#9947 – 109 Street  
Edmonton, AB  
T5K 1H6

This letter is being written as a testament to outstanding customer service delivered exclusively by our PC Corp account representative, Lori Osoba. Lori has been meeting the IT needs of Parkland County for nearly two years with speedy service, timely delivery and a wonderful attitude (and smile!) Lori constantly and consistently goes above and beyond, dealing with even small orders with priority and attention to detail. She answers each and every question with willful enthusiasm, bringing in vendor expertise through email, conference calls and even on-site visits to properly address our business requirements. Despite the many and varied requests and demands we send her way, Lori takes it all in stride with professionalism and dedication. Lori is the first vendor we go to for answers, quotes and 'solutions' suggestions. We wholeheartedly recommend Lori Osoba and PC Corp to friends, colleagues and neighbouring municipalities.

Kudos, Lori!

Best Regards,

A handwritten signature in black ink, appearing to read "Jon Schmuland", is written over the typed name.

Jon Schmuland, C.E.T.  
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