



March 9, 2009

Sceptre Communications Inc.
#803, 1333 8th Street S.W.
Calgary, Alberta T2R 1M6

Attention Mr. Dave Stosky

Dear Dave:

RE: Our Service Call on February 24, 2009

Recently our company found itself requiring the services of a company specializing in business telephone systems, installations, and changes – and I promptly called Sceptre Communications Inc., as your organization was responsible for installing our upgraded system a few years back.

Well, Dave, your organization sent out a Service Technician by the name of Nick Lasch (who, I might add - arrived two days early to boot) – and within a very short time, I was reminded of the reason I kept Sceptre Communications Inc.'s business card handy. Besides arriving early, the service that Nick provided to us – was first class, speedy, and addressed all the issues we had in regard to the changes we were implementing. He was very helpful in showing me time-saving measures re: the changes we made, as well as answering any questions or concerns I had.; doing all of this in a very professional and courteous manner (something you don't find that often nowadays).

Please accept my “thank you's” for being such a great “service oriented” organization. You have stayed true to your roots, by providing a service to your customers that is so **welcome**, in a day and age where customer service is no longer the “norm.” I would highly recommend you to any company that requires telephone systems service – in a professional, efficient, and friendly manner, and it goes without saying that you will continue to be my service provider. Please pass along my thanks to Nick as well.

Thank you again.

Best regards,

Deborah Seminuk
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