

Zimmerman Associates
Qualitative Marketing Research

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Mr. Jeff Platt
Graphical Interface, Llc
211 Park Avenue
Marlton, New Jersey 08053

Dear Jeff,

We at Zimmerman Associates are a small marketing research company. We work with many Fortune 500 companies and have been accepted because of the high quality of our work and our ability to produce well-presented and timely reports in a manner required by our corporate clients.

In order to function successfully, we are completely dependant upon the reliability of our computers and our ability to keep pace with our clients' advances in software and presentation preferences. We have come to rely completely upon Graphical Interface to maintain our computer system and to upgrade us when needed in a manner that does not disrupt our productivity.

Over the past several years that Graphical Interface has been our IT provider, we have had to call upon you several times for emergency repairs, as well as for normal upgrading and housekeeping. In every instance, one of your associates has been at our offices within 24 hours and has solved our problems effectively and at a reasonable cost. We trust your recommendations and enjoy the professional and personal service from you and your staff. We have always felt that your charges were more than reasonable, but, more importantly, we have always been more than happy with the quality of work that you provide

We look forward to many more years of working with you.

Best regards,

Karen Zimmerman
President
Zimmerman Associates