



Troy McCracken, President/CEO  
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I want to take this opportunity to thank you and Spectrum for making our transition to our new office a success.

Special kudos go to Tracy Bateman (my individual account manager) who was on top of every issue I knew about and some which I did not.

She spared no effort to get done what needed to get done and to resolve any problems which I had.

Our Trunk Advantage move, 2 circuits , was critical and went *as planned*.

Our ISDN circuits were moved a week early and went *as planned*.

Our LAN Advantage was moved and came up *as planned*.

Our Local T1 , Merknnet, was installed and turned up , *as planned*.

These were all successes and the credit goes to Tracy for finding the right resource at the right time, whether she was sick, it was late at night or early in the morning. She stayed right on it, no matter what it took.

I look forward to working with Spectrum Networks in the future to support the mutual growth of our companies.

Sincerely ,

James D. Brady  
Director, IT  
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