



Gayle Iandiorio, Executive Assistant
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February 3, 2014

Mr. Leonard Mingoia
President
Spectrum Business Centers
17871 Jamestown Lane
Huntington Beach, CA 92647

Dear Leonard:

After having worked for over 30 years with several big name companies in the photocopier and fax machine industry, it has been a wonderfully refreshing change to work with you and your team at Spectrum Business Centers. Without hesitation, I can say that the team at Spectrum Business Centers provides better customer service than any other company I've worked with in this industry.

Before using Spectrum Business Centers, we had a huge issue with unreturned phone calls and emails, unresolved billing issues and promises to get back to us, and then we would never hear back. Whenever I call your office, I always talk to the same people, and our equipment is always serviced by the same technicians, which means your team knows us and they know our equipment. Because of that, I have the confidence they will always suggest what is best for us.

Every time I call, no matter who I speak with, they actually take the time to listen, and then work with me to suggest creative, yet competitive, solutions. In addition, I have found that Spectrum offers more flexibility than any of the big copier companies in tailoring solutions that actually address our specific needs. I believe this is because you and your team know that your success depends upon the success of your customers, and that by working together, we can all win.

Thank you for offering such great products, and for putting together such a great team! I am looking forward to working with Spectrum Business Centers for many more years to come!

Sincerely,

Gayle Iandiorio
Executive Assistant