

The Director of ICT
George Medd



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Mr John Hale
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1st March 2004

Dear John

Winchester College Network Cabling

I am writing to confirm the points I made to you earlier in the week regarding the substantial amount of work you have undertaken for Winchester College since my arrival as Director of ICT over two years ago.

Firstly, you have twice been the most competitive of the tenders we sought for two major cabling projects. Your company was also the most competitive in regard to a schedule of costs for routine cabling work, so that I am able to call off work without the need to tender each time.

The work you have implemented included many network jobs for us, ranging from a single point installation, through to networking almost an entire street of staff houses, most of which are of architectural interest and therefore needed to be approached most sensitively. All of this work has been done tidily and to the satisfaction of the departments or individuals involved.

Your advice on appropriate hardware to support the network has also enabled us to save money over the manufacturer we had planned to use. Almost as important has been the prompt and courteous service provided when we have had problems, more often of our own making, but also in the occasional event of an item of equipment failing. I am particularly grateful to you personally for remaining our prime contact to ensure that these services have been delivered to such a high standard.

I should be delighted to discuss the above in more detail with your prospective customers, as I was able to do when we first placed a contract with you.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'G Medd'.

George Medd