



Professional Bonded Courier

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ON-HOLD TECHNOLOGIES
2300 Palm Beach Lakes Blvd. #209
West Palm Beach, FL 33409

Attention: Mike Edwards

Dear Mike,

I just received my eighth production in the mail and, as usual, it was perfect. Thank you for suggesting adding something patriotic to this one. I hope I would have thought of that myself, but it's nice to know you have all the bases covered.

I want to take this time to, once again, say thank you! After seven years, I still love my 'On-Hold' system. I knew the moment Rommel mentioned it to me that I wanted it, but I thought it would be financially out of my reach. Interstate Express has grown substantially over the years, but we were still struggling along at the time we were introduced to On-Hold. I thought only the big companies could afford this type of system, but thankfully, I was wrong. The benefits far outweigh the cost! Most importantly, new customers hold longer without hanging up and we don't feel rushed to hang-up with one customer to get to another because we know they're being sold while on hold. They hear how professional we are, what services we offer and that we value them as customers while letting them know that we haven't forgotten them. How can any business, large or small, afford not to have 'On-Hold'?

I even had a fourth line installed so we would avoid hang-ups due to busy signals. When someone is looking through the yellow pages and they get a busy signal, they hang-up and go on to the next one. I know my business has increased due to my On-Hold system. Now they don't get a busy signal. Instead, they are on hold and by the time we get to them they are already sold. Sometimes they even asked to be put back on hold so they can hear more.

There is just one little problem! The voice on my On-Hold tape is so pleasant, upbeat and professional, that my customers want to talk to her instead of me! Just a little joke...

Gratefully,

A handwritten signature in blue ink that reads 'Kim Black'.

Kim Black
President