

# LICHTINGER, LLC

HEAVY EQUIPMENT APPRAISAL AND REMARKETING SERVICES

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Re: Computer Technical Services – Joe Taylor

To Whom It May Concern::

My business, Lichtnger LLC, a small consulting firm in Pennsylvania, has used the services of Computer Technical Services (CTS) and Joe Taylor for computer upgrades and repairs, set-up of systems and ancillary components and general network/systems advice for over 3 years.

Joe's work has always been thorough and timely. Whenever my computers have needed upgrades or repairs, Joe has been conscientious to recommend the best options for my system needs and for my "small business" budget.

Moreover, I have found that CTS recognizes the special needs of a business client and that systems downtime situations are more critical than downtime for the typical home "recreational" computer user. On the few occasions when my work was at a halt due to a computer or systems problem, Joe accommodated my pending deadlines and work schedule by making my computer problem his priority.

After having used the services of other home computer repair individuals, I have come to rely on the business client focus of CTS for assistance with my systems repair needs. Joe's timely service has made the difference in avoiding critical downtime, whether for routine maintenance or major repairs.

I welcome anyone to call me or e-mail if there are any questions or concerns about the professionalism of Computer Technical Services.



Ronald R. Lichtinger, Jr.  
President  
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