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Wayne Kirby  
Setel  
500 Royal Parkway  
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Dear Wayne:

I wanted to take a few minutes to express my appreciation for the excellent job Dave Easton and Chris Carlyle did when they re-configured our WAN. This was a mission critical project for DREMC and your technicians pulled it off. I must admit I was quite worried going into the project that we might end up with a major meltdown.

It is obvious looking back over the project that these two men spent considerable time working out the details of this complex project in advance. Working with Douglas Snyder they were able to completely reconfigure our WAN from a star configuration to a looped configuration. This new configuration has resulted in much faster throughput to our outlying offices, as well as provide redundancy when there is a T1 failure.

Again the thoroughness and attention to detail that was applied to this project resulted in a resounding success. I wanted to make sure that much deserved recognition was given where due.

Sincerely,

Michael Watson  
Director of Operations