

October 17, 2011

Mr. Darrell Rodgers
Emerald Data Networks, Inc
5064 Roswell Road Suite 102 B
Atlanta, GA 30342

Dear Darrell,

I wanted to express my appreciation for your assistance when my home computer crashed.

You may recall, I live in a historical district of Decatur called Oakhurst, established in 1910. Since moving here, I've become convinced that our infrastructure dates from that time. During periods of high electric usage winter or summer, it is common to experience as many as 4 or 5 power outages in the course of a day, and more during the night. It plays havoc with not only my computer system, but with my AV as well. This is the 2nd system crash, of not only my computer, but all the AV in the house.

In 1999, my identity was stolen. It was every bit the night mare that you may have heard other victims talk about. What is not generally known about identity theft is that when the damage is finally brought under control, one may have no problems for years. Then, it starts all over again. It seems that one's identity is sold and periodically resold world wide. As recently as 8 months ago, my bank received a phone call from a person identifying themselves as me, requesting detailed information about my corporate account. Luckily for me, information is not released over the phone, and they called a branch where I'm known to the tellers and the branch manager. For these reasons, I habitually check my accounts at least every other day.

It had been 8 days off line when I rang your office. In that time, I had had to reschedule clients to be at home on 3 separate occasions to do trouble shooting with Georgia Power, Dell, and ATT (shoot me please), before even talking to a computer person. You can imagine my mental state by the time I spoke to Alec.

He had weekend plans in Stone Mountain, which is in my part of town, but way out of my neighborhood. The stress had to have been obvious, because he volunteered to swing by on his way there. I'm sure that is the last thing a young, single fellow wants to do on Saturday night is work on yet another computer when a party is waiting. With the trouble shooting done and some of the possible problems eliminated, he was able to replace a part and get me back on-line quickly. I could have waited until Monday, but would have probably needed sedation by then.

By this letter, please accept my thanks, and commendation for Alec and his willingness to go that extra mile. Also, please know that I know "trickle down" when I see it. This kind of attitude comes from the top, and this kind of effort doesn't happen without it. Usually, this service level is reserved for a company's biggest clients.

When I hear that your clients think that you can do anything, this small business owner "gets it".

From the smallest of small businesses, my sincere thanks.

Mia Nickerson
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