

Subject:

Service - Matt

From: John Horsfield

Sent: October 7, 2010 7:15 PM

To: Nick Bourikas

Cc: Matt

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Just to let you know that I was very appreciative of Matt's excellent service today related to my Pronto unit and some speaker issues. In particular, with respect to the latter, Matt came up with a solution to a problem I had related to connecting some existing Bose speakers and a new TV delivered today. Earlier, I had been advised there was no solution and that if I wanted enhanced sound beyond the standard TV audio I would need to get new speakers. Needless to say, I was very pleased when Matt said there was a solution to connect the two which he then implemented. Sincerely, John Horsfield