



October 23, 1998

To whom it may concern:

I have had the pleasure of working with Barry Conick over the past year and a half as one of our primary customer support representatives at Tektronix. Due to the large quantity of Tektronix equipment that our company owns, there are always service issues to be resolved with the group that Barry works. I have always found Barry to be personable, friendly and helpful. Many situations require repeat calls and follow up responses. Barry has always gone above and beyond to make sure that the parts that we ordered or the information that we seek is fulfilled. In rare circumstances, The parts or assemblies are not available directly from service, Barry has always, run the gauntlet and worked out a means to help us through our problems and called back with resolutions.

My expectations of a customer support representative are **courtesy, knowledge and reliability**. Barry exemplifies all of these qualities and I believe he would be an asset to your organization.

Jeffrey Joslin
Chief Engineer