

To: Gary Steeber
Subject: Thanks to Todd, Phil, and NTDS

Mr. Steeber:

I just wanted to extend a quick thanks to NTDS, Phil, and your professional and courteous serviceman Todd Seyller. Earlier today, our office CCTV monitor went down. We suspected the exterior camera was still good, so we tried to run the interior cable to a secondary TV in our office and simply switch the input device to another video feed. In short, it wasn't that simple.

Our unit physical security rep referred me to NTDS and Phil. Given the budget situation, I explained to Phil that we were unable to pay for a service call if there was an immediate cost. He offered that his team would simply look at the issue and give us an estimate if a repair was in order. Within 20 minutes, Todd Seyller was at our door and reviewing our problem. When I explained what had happened and what we'd done, he recognized that our issue was simply having the appropriate adapter for the coaxial cable and plugging it in to the right input device on the second TV monitor. In less than two minutes, Todd has us back in business and the exterior monitor capability restored.

It's rare in the commercial service world to find professional, prompt, courteous service, even more so to find everyone associated with a commercial service entity displaying the same level of professionalism, courtesy, and focus on customer service. Phil and Todd of NTDS seemed to convey these traits as a basic standard of service. Please pass my thanks to both men for so quickly resolving our technical problem.

Regards,
Ted Tennison

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