

May 28, 2006

MSC Systems  
530 Bernita Drive  
River Vale, NJ 07675

Dear Terri,

I want to tell you “formally” how much I love the new website that you designed for me and what a pleasure it has been working with you!

After our initial conversation on the telephone, you sent a very professional set of proposals, each clearly laying out the details on how you would proceed and what the cost would be. From that point on, you were extremely prompt and thorough in your requests for information and in your responses to both my forwarded information and my own many questions and concerns. That you completed the project a full month sooner than was originally agreed upon was a huge added bonus to me!

Huge, too, is your extremely reasonable pricing, both for the initial design/set-up and for the ongoing hosting and maintenance of the site!

In your design – while in this case you were adapting/upgrading/expanding/enhancing my old website – you kept the best features and added many elements that make the site even more attractive, certainly more user-friendly, and definitely more suitable for my therapeutic acupuncture business.

Again, I truly appreciate your friendly frequent dialogue with me via e-mail and your collaborative spirit.

I will tell everyone I know who might be thinking of having a website to contact YOU!

Very truly yours,

Mia Anderson