

McHenry Township

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Excalibur Technology

Attn: Daniel den Hoed & Scott Cummings

Good morning. I hope all is well with you and yours. I must tell you how great the new TSS service is. Last week I had to unplug the power cord from the I-net router because we were having difficulties with our wireless service. We usually unplug it for a minute or so and re-plug and all is well, kind of like a re-boot. Anyway, within a very short time of me unplugging the router your office called to say they lost the connection with us - before I could even plug it back in, that quick!

I was very impressed and passed along my amazement to our township supervisor. She asked if you guys just watched us all day long and after thinking a moment I told her to picture a nurses station in an ICU unit and when we went 'flat lined' Excal called to administer CPR. Since she's not real technical she understood this analogy.

Thanks again for developing such a great all-inclusive program that allows us to receive such excellent service and plan our expenses accordingly

Sincerely,



Carol L. Perschke, CIAO/I