

Burnell C. (Bob) Butler

October 7, 2000

Mr. Andy Hutly, Director of Country stores
Gateway Companies, Inc.
610 Gateway Drive
North Sioux City, SD 57049

Reference: Gateway Country Store
1300 N. Central Expressway
Plano, TX 75074

Mr. Hutly:

Often the only time Corporate Management hears from a customer, it involves a problem or dissatisfaction with a particular situation or event that has developed. There are other times when a customer would like to express appreciation for the superior service or treatment extended to them by representatives of Gateway and as such the reason for this note to you.

I would especially like to compliment Gateway and certain of your associates you have at the subject Country Store in Plano, TX.

The Store Manager, Mr. Lonnie Lehman, has not only proved himself to both my wife and me of his professional knowledge and ability to recommend a Gateway Computer which will assist in our Genealogy Research Program; allowing us to transfer vast amounts of data from an older computer with assurance and confidence conveyed to us for handling our extensive records. Along with Mr. Lehman, Ms Tracy Ottwell of your sales staff; Ms Diane Murthry of the office staff and Ms Janet Martin in Technical Department extended every courtesy possible in assisting and providing requested information.

And a very special note of appreciation to Mr. Wayne Everett in your Technical Support Department for his immediate knowledge in ways to solve what I am sure are minor problems to him, but monumental problems and worries regarding the operation of our new 866 Gateway in handling fifteen years of data changeover from our older equipment without risk of loss and total failure.

I sincerely feel that the people mentioned are a credit to Gateway's desire to extend the very best product and service to the computer users.

With Thanks and best regards, I remain

B. C. [Bob] Butler

B/ms
cc: Lehmare--
Ottwell
Everett
Martin
Murthry

Thank you Jonnie
Bob