

SVOBODA & ASSOCIATES

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October 20, 2000

Lonnie Lehman, Manager
Gateway Country
1300 N. Central Expressway
Plano, TX 75074

Re: Customer Service

Dear Lonnie:

I wanted to let you know how much I appreciate your personal service and involvement in solving my recent problem. Your commitment to customer service went above the call of duty when you called me back, after the store had closed, to make sure the technical support people had resolved my problem.

It is a special and delightful pleasure, especially in today's "environment", to find someone who cares about his customers. For you to help during store hours was expected, but for you to spend your personal time to follow-up was extraordinary.

I have purchased eight Gateway computers, and my next purchase will be another Gateway, due greatly to your assistance. With your management philosophy, it is easy to understand why your staff has always been so polite, professional and helpful. By the way, please tell Wayne Everett I really appreciate his timely help and follow up as well.

Sincerely,



Tom Svoboda

Cc Andy Huntley, Regional Manager