



**SHRADER & GOAD
Law Office**

Office Location:
330 South Main Street, Amherst, Virginia

Address Mail To:
P.O. Box 428
Amherst, Virginia 24521

**J. Thompson Shrader, Esquire
Robert C. Goad III, Esquire**

434-946-5161
434-946-0107 Facsimile
mail@shradergoadlaw.com
www.shradergoadlaw.com

July 12, 2017

Total Technology Management
100 Waterman Drive
Harrisonburg, VA 22802

RE: 330 South Main Street, Amherst, VA

Dear Friends:

I write to thank you from all of us here at Shrader & Goad.

We called you for the first time the afternoon of Monday, June 19th, when all our office phones were taken down by what turned out to be a direct lightning strike on the pole in front of our office. You didn't know us, except through our friend Randy Driskill, who had told us to call you if we had problems with our phones.

The women who answered the phone and kept in touch with us were wonderful. I'm sorry I don't know their names, but they stayed in touch with us until help arrived. Within a short time, Randy was here, on his day off no less, and with the rain still coming down in buckets. Randy did the troubleshooting, let us know the phones themselves were ok, and lined up Steve Rhinehart to be here at 8:30 am the next morning.

Steve was at the door as scheduled - and we aren't exactly in your neighborhood. It was a long drive. Steve found the main line was out and set up the box so the rollover lines would work. By 10:00 am, we had three phone lines restored and were back in business.

It took Verizon eight days (until Monday, June 26th) to get to us.

We are so grateful for your immediate, professional response to our problem. It would have been devastating for our office to be without phones for over a week.

Gratefully,

Debbie Shrader
Business Manager

Enclosure: Check in payment of invoice # 67075