



*To whom it may concern*

18<sup>th</sup> March 2010

In any IT support environment being contactable is vital to quality customer service, to provide the level of service that we aim to at Truska requires a comprehensive communication system. Part of this is the provision of reliable and mobile communications at an affordable price.

Truska switched to Tailored Mobiles about a year ago and immediately saw an increase in value, believe it or not still using the same network provider, and in addition I got valuable help and advice on getting the most from my Blackberry. Recently I had a problem with the Blackberry and the day after discussing it with Mark Watkins a courier arrived at the Truska office with a replacement.

I also recently added 2 new phones to the contract and Tailored Mobiles offered sound advice and good service in the migration. Even when the network made it difficult Mark stayed patient and helped where he could.

I would have no hesitation in recommending Tailored Mobiles and Mark to anyone who uses a mobile phone on contract. Their advice has always proven to be good and their attention to detail and levels of customer service are way beyond that normally experienced from the mobile telecoms sector.

Yours faithfully

**David Cunningham**  
Truska Enterprises