

# Kenny Hirschhorn

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Mr. Pat Mulligan  
Pacific Audio & Communications  
330 Ohukai Road, Building #1, Suite 116  
Kihei, HI 96753

Dear Pat,

I want to express my gratitude and appreciation to Pacific Audio & Communications for its extraordinary commitment to customer satisfaction.

As the height of the bar in the service industry continues to plunge, especially in the microcosm of Maui, you and your staff of professionals continue to defy this troubling trend, providing your clients with state of the art electronics and remarkable service, all at a reasonable cost.

Time and again I have been delighted by your rapid response to requests for equipment or service, often reaching you on the first try, otherwise receiving a callback within an hour.

Perhaps most impressive is your ability to look after our needs when we are not on island, providing our invited guests with rapid response and user-friendly service.

Whilst other firms grow in volume and stature over time, they somehow lose their personal touch and sense of duty to their customers. I have been a client of Pacific Audio since 2002 and have watched it flourish without losing sight of its commitment to excellence.

Sincerely,