

The Michelson
3161 Michelson Drive, Suite 410
Irvine, Calif. 92612

July 9, 2022

Mark J Abrams
Mobile Relay Associates
15330 Vermont Ave.
Paramount, Ca. 90723

Dear Mark:

I just wanted to thank you for being so persistent in your attempts to repair our DAS system rather than replacing the system. When I called you for a quote to replace the system, I was expecting to replace the entire system because our previous DAS contractor had been unable to repair the system after it failed to meet the annual certification requirements.

The system had performed well for years. However, after much time had passed, the system experienced a significant failure which our previous contractor was unable to resolve. The system was old enough that it was no longer in production and the system manufacturer claimed that no parts were available for the older design. Others quoted us to replace the system, but your company refused to give us a quote to replace the system and pursued repair of the existing system at your own risk since we had already given up on getting it repaired. It took some time to finally get the parts to fix the system, but you were successful which saved us an enormous amount of money over the cost of replacing the system.

On your first visit to our facility, you identified what you thought was the problem. You then came back a 2nd time to verify that your diagnosis was correct by obtaining a loaner of the failed controller card from another system. You then pursued repairing the non-functional card which you eventually failed to repair. However, you were diligent in your search to find a replacement control card which you were eventually able to obtain. On your 3rd visit, you programmed and configured the new card and got our system fully operational for less than 20% of what we were expecting to pay for a new system.

No one else was willing to exert the effort to fix the old system. Thanks again for a job well done.

Sincerely,



Tom Magdelino
Chief Engineer