

To Whom It May Concern  
Dated; 18<sup>th</sup> August 2012

This letter serves to comment on the business relationship between my businesses and CBM Computers, DUBBO.

CBM Computers has provided service to my businesses now for several years. I operate in the Hospitality Industry, namely motels and associated restaurant. We operate anything from a stand alone Computer along with complimentary hardware in some entities up to several networked computers, printers etc operating various Software including a Property Management System, integrated restaurant poslink software as well as many associated applications. Our businesses operate seven days per week, from early mornings to late of an evening.

What is critical to us is that when we have a failure that the acumen and interest is at hand to service the need that arises. While a breakdown is at all times important, we strive to prioritise the strategic nature of that interruption. Where we have required CBM to respond in an urgent matter, ie. critical, they have always provided the support required to allow the business to function. at other times, when the requirement is less critical they have been able to complete the service in a timely manner. Being a small business, obviously there are times of competing demands. CBM have always strived to solve the high priority issues no matter the load to get the customer out of trouble in the short term.

Apart from breakdown service, CBM have also supplied good quality Hardware and Software product with install and back up service as necessary. This has at all times been provided with a good attitude and helpful advice.

CBM Computers has offered a professional, courteous and informative service whenever called on to do so. They have displayed a willingness to provide guidance with product choice as well as quality field service as and when required. They respond to our service requirements in a timely and competent manner well in line with the capability of a small business enterprise.

CBM Computers provide a valuable business resource to the local commercial environment, and in doing so compliment the local trading economy with that participation.

CBM Computers, complete with a professional and dedicated staff, offer a very good commercial resource for our businesses. It has been always a good experience to deal with the business and they are an important tool to our ongoing business operations.

Yours Faithfully

Wayne M Mawbey  
Business Owner/Operator  
Matilda Motor Inn  
Dubbo Palms Motel