

**Media Productions  
Expetec Franchise Video  
“Speed of Light”**

Video	Audio
<p>A blast of light on a dark screen, approaching the screen fast and faster. It comes into the screen, then speeds past. The Earth enters the scene, and the ball of light approaches the rotating Earth. It reaches Earth and starts to circle it faster and faster, leaving trails all around the globe.</p> <p>Scene shifts to view of blue sky. The ball of light explodes through the atmosphere, breaks into thousands of pieces that rain down.</p> <p>Our eye is drawn to one burst of light that catches a telephone line and races past towns at warp speed.</p> <p>The burst of light hits an electrical hub. There’s an explosion that breaks out in bright colors on the screen.</p> <p>The Expetec logo materializes in the middle of the blast. As the blast subsides, the logo rushes forward to fill the entire screen.</p>	<p><b>MUSIC: VARIATION ON “SPACE ODYSSEY” OR “STAR TREK” THEME.</b></p> <p>THE WORLD IS MOVING FASTER AND FASTER.</p> <p>COMPUTERIZED DATA AND INFORMATION IS MOVING AT WARP SPEED, DRIVING THE SPEED OF THE WORLD.</p> <p>63 PERCENT OF TODAY’S WORKFORCE USES COMPUTERS EVERY DAY.</p> <p>HOME USERS ARE GETTING MORE AND MORE SOPHISTICATED.</p> <p>WITH THIS SUPER RELIANCE ON COMPUTERS, THE NEED FOR RELIABLE TECHNICAL SERVICE AND SUPPORT IS EXPLODING.</p> <p><b>SFX: EXPLOSION</b></p> <p>ENTER EXPETEC...EXPEDITED TECHNOLOGY.</p> <p><b>EXPETEC MUSIC IN</b></p> <p><b>MUSIC UNDER</b></p> <p>AT EXPETEC, WE HAVE A TECHNOLOGY FRANCHISE CONCEPT AND STRATEGY THAT WILL PUT YOU IN THE ROCKET SEAT.</p> <p>WE ONLY HAVE ONE QUESTION...DO YOU HAVE <b>E</b>?</p>
<p>The Expetec logo begins to spin, faster and faster and</p>	<p>IF YOU HAVE <b>E</b>, WE’RE GOING TO HELP YOU BREAK OUT OF THE CORPORATE BOX FOREVER. YOU’LL</p>

<p>faster. Suddenly the spinning graphic stops. Now it's a box with the words "Corporate Box" on the side.</p> <p>The sides of the box fall, revealing another box inside. This one is labeled "Expetec Franchise-In-A-Box."</p>	<p>BECOME YOUR OWN BOSS, CONTROL YOUR OWN DESTINY AND BUILD THE BUSINESS THAT'S RIGHT FOR YOU.</p> <p>WITH OUR FRANCHISE-IN-A-BOX CONCEPT...</p> <p>... IT'S AS EASY AND AS FAST AS ONE, TWO, <b>E</b>.</p>
<p>Expetec Franchisee</p>	<p>. I JOINED TEAM E BECAUSE I WANTED TO MAKE A DIFFERENCE IN THE QUALITY OF SERVICE THAT YOUR AVERAGE CONSUMER GETS WHEN THEY NEED PERSONAL COMPUTER OR BUSINESS SYSTEM HELP. WITH THE EXPETEC FRANCHISE-IN-A-BOX, I'M DOING IT. EXPETEC MADE IT EASY TO BUILD THE BUSINESS THAT'S RIGHT FOR ME.</p>
<p>Montage of scenes:  Individuals in businesses using computers, puzzling over LANs, etc; Expetec franchisee shaking hands with BUSINESS customer; consulting with a business customer; working on a LAN; creating a website; installing telephone system; shaking hands with a customer in a business setting.</p> <p><b>SUPER:</b>  *COMPUTER MAINTENANCE, REPAIR AND UPGRADES  * HARDWARE MAINTENANCE, REPAIR AND UPGRADES  * NETWORKING SERVICES  * MAINTENANCE CONTRACTS  * BUSINESS TECHNOLOGY SERVICES  * WEB DESIGN AND HOSTING  * TELECOMMUNICATIONS EQUIPMENT AND SERVICE  * POINT OF SALE (POS) AND</p>	<p>SINCE OUR FOUNDING IN 1992, EXPETEC HAS BECOME A POWERFUL PLAYER IN THE HIGH-TECH INDUSTRY, THE CROWN JEWEL OF COMPUTER AND TECHNOLOGY SERVICES. WE ARE QUICKLY BECOMING THE FIRST COMPANY BUSINESSES AND INDIVIDUALS THINK OF FOR ALL THEIR COMPUTER AND COMMUNICATION TECHNOLOGY NEEDS.</p> <p>AS A MEMBER OF TEAM E, YOU CAN GET IN ON A 300 BILLION DOLLAR COMPUTER SERVICE MARKET IN THE UNITED STATES THAT'S GROWING EACH AND EVERY DAY. AND YOU CAN DO IT WITH A COMPANY THAT'S PROVEN ITS INNOVATION AND STAYING POWER.</p> <p>EXPETEC IS IN ALL THE RIGHT PLACES AT THE RIGHT TIMES. OUR PHILOSOPHY IS THAT UNDERSTANDING CUSTOMER NEEDS, COUPLED WITH PERSONAL ATTENTION, LEADS TO EXPLOSIVE GROWTH. AND WE WANT YOU TO JOIN TEAM E.</p> <p>MUCH MORE THAN COMPUTER REPAIR, OUR FRANCHISEES ARE IN THE THICK OF THE EXCITING TECHNOLOGY REVOLUTION, PROVIDING THE LATEST HIGH-TECH SERVICES AND SOLUTIONS, PRIMARILY FOR SMALL, MID-SIZE AND LARGE BUSINESSES AND CORPORATIONS.</p>

<p><b>RETAIL INFORMATION SYSTEMS</b>  <b>* INFORMATION TECHNOLOGY CONSULTING</b></p> <p>Expetec franchisees interacting with customers and business people.</p> <p>Fleet of Expetec TAVs.</p> <p>Expetec franchisee at a desk using a calculator.</p>	<p>WE'RE A TECHNOLOGY COMPANY, BUT WE'RE ALSO A MARKETING COMPANY. REGARDLESS OF YOUR BACKGROUND, IF YOU HAVE THE OUTGOING PERSONALITY IT TAKES TO START AND GROW A BUSINESS, WE WANT YOU ON TEAM E.</p> <p>EXPETEC IS GROWING AT AN ANNUAL RATE OF OVER 100 NEW LOCATIONS. MORE THAN 50 NEW POTENTIAL FRANCHISEES MAKE INQUIRIES EVERY DAY, WE'RE GROWING AT THE SPEED OF LIGHT. WE EXPECT TO HAVE 5,000 LOCATIONS WITHIN 10 YEARS.</p> <p>WITH EXPETEC, YOU'LL BE PUTTING YOUR CUSTOMER-SERVICE AND INFORMATION TECHNOLOGY SKILLS TO WORK FOR YOURSELF. SET YOUR OWN HOURS. CONTROL YOUR INCOME LEVELS AND PROFIT POTENTIAL.</p>
<p>Expetec Franchisee</p>	<p>. I JOINED TEAM E BECAUSE I WANTED TO CONTROL MY OWN DESTINY. NOT ONLY DOES EXPETEC PROVIDE THAT OPPORUNITY, BUT THEY GIVE ME ALL THE SUPPORT I NEED TO BE SUCCESSFUL.</p>
<p>Recall of explosion with Expetec logo materializing.</p> <p>Cut from that scene to the spinning image that stops with the "Expetec Franchise-In-A-Box."</p>	<p>SO, HOW CAN WE HELP YOU BREAK OUT OF THE CORPORATE BOX AND ACHIEVE SUCCESS?</p> <p>WE PROVIDE EACH NEW TEAM E MEMBER A FRANCHISE-IN-A-BOX. WE HAND YOU A PACKAGE THAT HAS EVERYTHING YOU'RE GOING TO NEED FOR YOUR BUSINESS AND SAY "GO!" AND WE'RE WITH YOU EVERY STEP OF THE WAY.</p> <p>WHAT IS THE BOX? LET'S BUILD IT TOGETHER.</p>
<p>Box spins out of the scene. A rectangular graphic labeled "Financing" appears, rotating, and settles into the place of a</p>	<p>FIRST, THERE'S FINANCING, THE BASIS FOR SUCCESS IN ANY NEW VENTURE.</p> <p>EXPETEC'S SUCCESS DEPENDS ON YOURS. THAT'S WHY WE ARE THE ONLY TECHNOLOGY FRANCHISE</p>

<p>bottom of a box.</p> <p>Graphic fades and we see a montage of ??(Get input from Expetec)</p>	<p>THAT PROVIDES FINANCING DIRECTLY TO OUR FRANCHISEES. WE BELIEVE STRONGLY IN OUR CONCEPT AND PROVE IT BY MAKING THE INVESTMENT IN IT.</p> <p>WITH AS LITTLE AS \$5,000, YOU CAN JOIN TEAM E</p> <p>YOUR START-UP COSTS WILL RANGE FROM \$63,000 TO \$88,000, DEPENDING ON THE BUSINESS YOU WANT TO BUILD. OUR FINANCING PACKAGE COVERS THE ENTIRE INITIAL FRANCHISE AND MARKETING FEES, AS WELL AS YOUR INITIAL EQUIPMENT AND SUPPORT PACKAGE.</p>
<p>Expetec Corporate Employee</p>	<p>ALL YOU NEED TO QUALIFY IS A GOOD CREDIT RATING, AND REASONABLE PERSONAL EQUITY, WHICH CAN BE HOME EQUITY, AND AS LITTLE AS \$5,000 IN CASH. IT COULDN'T BE EASIER!</p>
<p>A rectangular graphic labeled "The Package" appears, rotating, growing larger on the screen. The base of the box, labeled "Financing," is already in the scene. The new rectangle settles into the place of one side of a box.</p> <p>(INCLUDE MONTAGE OF START UP KIT)</p> <p>Graphic fades and we see a montage of images: an Expetec franchisee driving a TAV; franchisee with his/her equipment in the back of the van; exiting the van and entering a business; using laptop to diagnose a problem; examining a LAN; etc.</p> <p><b>SUPER (over the montage):</b>  <b>*TECHNICAL ASSAULT VEHICLE (TAV)</b>  <b>* STATE-OF-THE-ART TESTING AND DIAGNOSTIC EQUIPMENT</b>  <b>* EXPETEC BUSINESS MANAGEMENT (EBM) SYSTEM</b>  <b>* EXPETEC BUSINESS BUILDER (EB2) SYSTEM</b></p>	<p>HERE'S WHAT YOU GET WITH YOUR EXPETEC PACKAGE.</p> <p>YOUR FRANCHISE FEE INCLUDES STATE-OF-THE-ART TESTING AND DIAGNOSTIC EQUIPMENT; OUR BUSINESS MANAGEMENT AND BUSINESS BUILDER SYSTEMS; EXTENSIVE TRAINING; AND DIRECT MARKETING SUPPORT.</p> <p>YOU ALSO GET OUR PROPRIETARY ITSAM PROGRAM. ITSAM STANDS FOR INTEGRATED TECHNOLOGY SUPPORT AND ASSET MANAGEMENT. THROUGH THIS INNOVATIVE PROGRAM, YOU PROVIDE 3 ESSENTIAL BUSINESS SERVICES; E-CARE FOR PEACE-OF-MIND AND EXPEDITED SERVICE, MAINTENANCE AND ADVANCED OPTIONS LIKE PROJECT MANAGEMENT AND I.T. MENTORING, E-SAVE FOR DISASTER RECOVERY, AND E-TRAC FOR ASSET MANAGEMENT, WARRANTY, LICENSING AND UPGRADE INFORMATION. IT'S THE HOTTEST AND MOST SOUGHT-AFTER SERVICE AGREEMENT IN THE INDUSTRY, AND YOU'LL BE ABLE TO OFFER IT</p>

<p>* INTENSIVE INITIAL TRAINING (E-INSTITUTE)  * EXTENSIVE ONGOING TRAINING  * DIRECT MARKETING SUPPORT</p> <ul style="list-style-type: none"> <li>• <b>ITSAM<sup>sm</sup> PROGRAM</b></li> <li>• <b>E-CARE</b></li> <li>• <b>E-SAVE</b></li> <li>• <b>E-TRAC</b></li> </ul>	<p>TO YOUR CUSTOMERS.</p> <p>SOME FRANCHISEES WANT EVEN MORE MARKETING ATTENTION AND OPT TO PURCHASE THE TAV – OR TECHNICAL ASSAULT VEHICLE. ITS EQUIPPED WITH A BUILT-IN CUSTOM NETWORK REPAIR CENTER AND GLOBAL POSITIONING SYSTEM. THERE’S NO QUESTION WHICH COMPANY YOU REPRESENT WHEN YOU SHOW UP FOR THE SERVICE CALL WITH ONE OF THESE! THESE VEHICLES ARE SO HOT; SOME FRANCHISEES REPORT THAT THEIR CUSTOMERS WANT TO SEE THEIR TAV BEFORE THEY EVEN COME IN TO MEET WITH THEM.</p>
<p>Expetec Franchisee</p>	<p>. THE COMPANY GAVE ME EVERYTHING I NEEDED TO GET STARTED, TO MARKET MY COMPANY AND TO BUILD FROM THERE. THE PEACE-OF-MIND OF ITSAM MAKES ME AN ADVISOR MY CUSTOMERS TRUST AND RELY ON. PLUS, THERE’S THE TAV – HOW COOL IS THAT?!</p>
<p>A rectangular graphic labeled “Training” appears, rotating, growing larger on the screen. The base of the box, labeled “Financing,” and the other side of the box, labeled “The Package,” are already in the scene. The new rectangle and settles to become the other side of the box.</p> <p>Graphic fades and the cover of Franchising World magazine rotates into the scene.</p> <p>Magazine fades and we see an Expetec classroom, then a franchisee receiving personal attention from an instructor.</p> <p><b>SUPER:</b>  * FINANCIAL MANAGEMENT  * CUSTOMER RELATIONS</p>	<p>THEN THERE’S TRAINING THAT IS THE ENVY OF THE INDUSTRY.</p> <p>FRANCHISING WORLD MAGAZINE CALLS TRAINING THE “SINGLE MOST SIGNIFICANT EVENT IN THE LIFE OF A FRANCHISE RELATIONSHIP.”</p> <p>EXPETEC’S INITIAL TRAINING PROGRAM IS ONE OF THE BEST IN THE INDUSTRY. WE INTEGRATE OUR PROVEN BUSINESS MANAGEMENT PROGRAM WITH HANDS-ON TECHNICAL TRAINING MODULES TO GIVE YOU THE KNOWLEDGE AND TOOLS YOU NEED TO SUCCEED, REGARDLESS OF YOUR BACKGROUND.</p>

<ul style="list-style-type: none"> <li>* BUILDING COMMERCIAL ACCOUNTS</li> <li>* CUSTOMER SERVICE</li> <li>* CALL CENTER PROCEDURES</li> <li>* COMMUNICATIONS</li> <li>* LOCAL MARKETING</li> <li>* OPERATIONS ANALYSIS</li> <li>* TECHNICAL TRAINING</li> <li>* SCHEDULING</li> </ul> <p>Franchisee in Expetec logowear, climbing into his TAV. Montage of: image of online training module; footage from annual convention; sample of quarterly newsletter, etc.</p>	<p>DURING YOUR THREE-WEEKS AT THE E-INSTITUTE, YOU'LL LEARN EVERYTHING YOU'LL NEED TO KNOW TO START AND RUN A SUCCESSFUL BUSINESS. YOU'LL ALSO MEET FELLOW FRANCHISEES AND BEGIN BUILDING TEAM-BASED RELATIONSHIPS THAT WILL HELP YOU SERVICE YOUR CUSTOMERS AND ACHIEVE YOUR BUSINESS GOALS.</p> <p>AS AN E-INSTITUTE GRADUATE, YOU'LL BE PREPARED TO HIT THE ROAD IN YOUR TAV AND BEGIN BUILDING YOUR BUSINESS. BUT OUR BUSINESS DEVELOPMENT TRAINING AND SUPPORT WON'T STOP THERE. WE CONDUCT ONGOING TRAINING FOR YOU AND YOUR EMPLOYEES ONLINE AND THROUGH OUR ANNUAL CONVENTION AND QUARTERLY NEWSLETTERS.</p>
<p>Expetec Franchisee</p>	<p>. I'M ABLE TO BE A SUCCESSFUL PART OF TEAM E BECAUSE OF THE INCREDIBLE TRAINING I RECEIVED AT THE E-INSTITUTE AND ONGOING TRAINING SUPPORT. IT'S AN INCREDIBLE RELATIONSHIP THAT I CAN COUNT ON.</p>
<p>A rectangular graphic labeled "Marketing" appears, rotating, growing larger on the screen. Other sections of box being built are already there. The new rectangle settles to become the back side of the box.</p> <p>Graphic fades and we see:</p> <p>Images of direct mail pieces.</p> <p>Businesswoman looking at direct mail piece.</p> <p>Call center operators at work.</p> <p>Expetec website.</p>	<p>OUR SUCCESS DEPENDS ON YOURS. DURING YOUR FIRST YEAR OF OPERATIONS AND BEYOND, WE'LL DO ALL YOUR MARKETING TO HELP BUILD LOCAL RECOGNITION AND QUICKLY RAMP UP YOUR BUSINESS.</p> <p>OUR COMPREHENSIVE MARKETING SUPPORT INCLUDES SCHEDULED MAILINGS TO LOCAL PROSPECTS FROM A LIST WE DEVELOP FOR YOU.</p> <p>OUR SMART CONNECTION CALL CENTER OPERATORS FOLLOW UP ON EVERY MAILING, SCHEDULING APPOINTMENTS FOR YOU AND SENDING OUT ADDITIONAL INFORMATION TO YOUR PROSPECTS.</p> <p>IN ADDITION, YOUR CUSTOMERS WILL BE ABLE TO FIND YOU WITH OUR FRANCHISEE LOCATOR ON THE EXPETEC WEBSITE.</p>

<p>Montage of images of national advertising, press coverage.</p>	<p>BEYOND THAT, EXPETEC DOES NATIONAL BRAND MARKETING THAT HELPS BUILD BRAND AWARENESS AND NAME RECOGNITION, NOT ONLY FOR EXPETEC, BUT FOR YOUR NEW BUSINESS. WE ALSO WORK HARD TO PLACE PUBLIC RELATIONS STORIES IN LOCAL, REGIONAL AND NATIONAL MEDIA, TRADE AND BUSINESS PUBLICATIONS.</p>
<p>Expetec Franchisee</p>	<p>. BY THE TIME I WALKED IN THE DOOR, MY CUSTOMERS ALREADY KNEW ME. THOSE INTRODUCTIONS HAVE BEEN PRICELESS.</p>
<p>A rectangular graphic labeled "Reputation/ Brand Awareness" appears, rotating, growing larger on the screen. Other sections of box being built are already there. The new rectangle settles to become the front of the box.</p> <p>Expetec franchisee shaking hands with a new customer.</p> <p>Scene fades to magazine covers.</p> <p><b>SUPER: * LOGOS OF NATIONAL ACCOUNTS.</b></p> <p>Expetec franchisee inside the front door of a business, shaking hands with a prospect. Other tech service reps. are peering in through the window.</p>	<p>IN TODAY'S COMPETITIVE I.T. ENVIRONMENT, REPUTATION IS EVERYTHING. EXPETEC ALREADY HAS FANTASTIC POSITIVE BRAND REPUTATION AND RECOGNITION THAT YOU CAN BUILD ON.</p> <p>WHEN YOU'RE ON TEAM E, YOU'RE PART OF A WELL-KNOWN NAME THAT IS GAINING MOMENTUM. WITH OUR RAPID GROWTH AND HISTORY OF POSITIVE CUSTOMER AND FRANCHISEE EXPERIENCES, EXPETEC IS ADDING TO STRONG NAME RECOGNITION AND REPUTATION ACROSS THE COUNTRY EVERY DAY.</p> <p>IN 2001, EXPETEC WAS 25<sup>TH</sup> OUT OF 200 IN SUCCESS MAGAZINE'S ANNUAL FRANCHISEE SATISFACTION RANKING. AND IN 2003, WE WERE AMONG ENTREPRENEUR MAGAZINE'S TOP 500 FRANCHISE CHAINS IN THE COUNTRY.</p> <p>TESTAMENT TO THAT REPUTATION IS THAT WE SERVICE MANY NATIONAL ACCOUNTS AND PROVIDE WARRANTY WORK FOR SEVERAL MAJOR MANUFACTURERS.</p> <p>WITH EXPETEC, YOU HAVE A HEAD START ON YOUR COMPETITORS RIGHT OUT OF THE GATE AND INTO YOUR PROSPECTS' FRONT DOOR.</p>
<p>Expetec Franchisee</p>	<p>. WHEN I LOOKED INTO TECHNOLOGY FRANCHISES, I FOUND THAT EXPETEC HAD A GREAT TRACK RECORD WITH SMALL- TO MEDIUM-SIZED BUSINESSES. THOSE WERE EXACTLY THE CUSTOMERS I WANTED TO WORK WITH.</p>

<p>A rectangular graphic labeled "Support System" appears, rotating, growing larger on the screen. Other sections of box being built are already there. The new rectangle settles on top of the box to complete it.</p> <p>Graphic fades into wide shot of hundreds of smiling people in Expetec clothing.</p> <p><b>SUPER:</b>  <b>FOR YOUR CUSTOMERS:</b>  * ON-SITE ASSISTANCE  * INBOUND CALL SERVICES THROUGH EXPETEC SMART CONNECTION  * INSTANT FX INTERNET SOLUTIONS</p> <p><b>FOR YOUR BUSINESS:</b>  * REGIONAL OFFICE NETWORK  * ON-SITE ASSISTANCE  * E-NET  * ONGOING R&amp;D  * ONLINE TRAINING MODULES  * ANNUAL CONFERENCE  * REGULAR NEWSLETTERS  * FULLFILLMENT PROGRAM</p> <p>Montage of franchisees using E-Net, two Expetec people shaking hands and networking, like at a conference, franchisees interacting in a large group, etc.</p>	<p>TO TOP IT ALL OFF, YOU'LL HAVE THE BEST SUPPORT SYSTEM IN THE TECHNOLOGY FRANCHISE INDUSTRY.</p> <p>FOR YOUR CUSTOMERS, WE CAN BE ON SITE QUICKLY TO HELP YOU MEET THEIR NEEDS. FOR CUSTOMERS WHO NEED INBOUND CALL CENTER SERVICE, OUR SMART CONNECTION OPERATORS ARE ON CALL. FOR WEB RELATED SERVICES, WE OFFER YOU AND YOUR CUSTOMERS INSTANT FX WEB DESIGN, HOSTING AND RELATED SERVICES.</p> <p>FOR YOUR BUSINESS, WE ARE ESTABLISHING A REGIONAL OFFICE NETWORK, SO ON-SITE ASSISTANCE IS QUICKLY AND READILY AVAILABLE. YOU CAN PARTICIPATE IN E-NET, OUR ONLINE FORUM WHERE FRANCHISEES SHARE PROBLEMS THEY'VE ENCOUNTERED, POTENTIAL SOLUTIONS AND MORE. WE CONTINUALLY INVEST IN RESEARCH AND DEVELOPMENT SO YOU HAVE THE LATEST EQUIPMENT, TECHNOLOGY AND KNOW-HOW AT YOUR DISPOSAL. WE PROVIDE YOU A FULL SLATE OF TRAINING OPPORTUNITIES. AND THROUGH OUR FULFILLMENT PROGRAM, YOU CAN EASILY ORDER BUSINESS FORMS, E-WEAR CLOTHING AND MORE.</p> <p>WHEN YOU START AN EXPETEC FRANCHISE, YOU'RE AUTOMATICALLY PART OF A WINNING TEAM. YOU'LL HAVE A NETWORK OF FELLOW FRANCHISEES TO CALL UPON FOR ADVICE AND SUPPORT. WHAT'S MORE, EXPETEC CORPORATE WILL BE WITH YOU FOR THE LONG HAUL, PROVIDING ALL THE ONGOING SUPPORT AND TRAINING YOU NEED TO CONTINUE TO BUILD A PROFITABLE BUSINESS.</p>
<p>Expetec Franchisee</p>	<p>. MY BUSINESS IS PART OF A WINNING TEAM. AS A GROUP, WE CAN ATTACK AND SOLVE ANY PROBLEM IN A MATTER OF HOURS. WE'RE GIVING NEW MEANING TO EXPEDITED TECHNOLOGY EVERY DAY.</p>
<p>Recall of explosion and emergence of Expetec logo.</p>	<p>THAT'S THE EXPETEC FRANCHISE-IN-A-BOX. WE HAVE ROOM FOR ANYONE WHO'S WILLING TO WORK HARD AND PROVIDE EXCEPTIONAL, TIMELY AND KNOWLEDGEABLE CUSTOMER SERVICE AND</p>

