

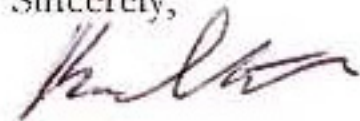
I met Ramone Melecio nine years ago when I started at Penske Truck Leasing as a Senior PC Technician. Today I am one of two Senior Communication Engineers who is responsible for all LAN/WAN infrastructures at Penske Truck Leasing, which includes cabling for the entire organization.

As Ramone's relationship developed with Penske and myself, I discovered quickly that customer service is his top priority. For example, one of Penske's mission critical devices that supports a department reported loss of connectivity early one Saturday morning. Problem determination revealed that the fiber pair used as an uplink to the core network was possibly faulty. I immediately called Ramone at his residence on this Saturday and asked for his assistance to correct the issue. I met with Ramone at his house and spent about one hour testing the fiber. As a result of the testing the fiber was eliminated as the cause of the problem and I was able to focus my efforts elsewhere. Ramone provided a valuable service that Saturday and helped me resolve the problem expeditiously. Unfortunately most vendors today forget what the true meaning of customer service is. Thankfully, Ramone Melecio hasn't.

Another attribute that impressed me is his dedication to quality. Every Link Tech job is completed with an absolute attention to detail. Link Tech goes as far as Velcro strapping every two Cat 5 cables on the back of every 48-port patch panel.

I feel Link Tech is one of the best cabling companies that I ever worked with and I would not hesitate to recommend them to other companies. If you have further questions feel free to contact me.

Sincerely,



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