



TANJONG PAGAR TOWN COUNCIL

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Mr Colin Nah
Director of Technology
Biz-Era.Net Pte Ltd
23 Peck Seah Street
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Singapore 079313

Service Quality

Dear Mr Nah,

Firstly, I wish to thank you for providing your services and solutions to us for the past 2 years.

When our office needed an Email solution for our staff way back in 2002, Biz-Era has displayed it's patience and it's professional experience to evaluate our needs and requirements.

Into the 2nd year when Tanjong Pagar Town Council needed to conduct a quotation exercise again, I was pleasantly surprised that you agreed to hold on your email services although our contract with you has been expired. Your staff was also patient and willing to attend to us when we had problems with our email or when we needed extra information. Your "superior customer service " policy is a refreshing edge as compared with other service providers.

Though technology & innovation invariably results in errors or problems, it's the manner in which Biz-Era deals with such issues that truly reflects a company's attitude towards the customer. With such an experience, I will not hesitate to continue working with you and your services as well as recommend your services.

Thank You.

Sincerely,

Gabriel Lim
IT Officer
Tanjong Pagar Town Council