

June 13, 2013

Dear Jonle Employees:

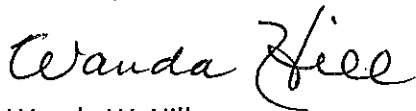
As luck would have it, my air conditioning unit became problematic just as summer decided to appear. Since, my previous experiences with Jonle have been exceptionally good, I called your company right away. Within a day, I had a technician who attempted to repair my unit at the lowest cost. I accepted this repair knowing that there was a chance it would not work.

Within a week, I realized that the repair did not fix the problem and called Jonle. Once again, a technician appeared within a day and confirmed that I needed a new compressor or a new unit. Within a few hours, Frank Boeckermann called to discuss the matter with me and we decided on replacing the unit. He explained what he was recommending and gave me a price.

The very next day, when the temperature reached 90 degrees, Jonle replaced my unit. When I came home from work, my home was cool. This morning, I received a call from Frank to check to see if everything had been fixed properly and that my home was cool.

Please know how much I appreciate the exceptional service that you provide time and time again. From the ladies who took my calls to the technicians to the salesman, I was treated professionally and courteously. Because of my history with your company, I am happy to recommend you to others. Please feel free to use this testimonial in your publicity.

Sincerely,

A handwritten signature in cursive script that reads "Wanda Hill". The signature is written in black ink and is positioned above the printed name.

Wanda W. Hill