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Dear Claudia:

Thanks so very kindly for your follow-up. I commend you, Debbie and the whole team at EOS for your exemplary customer service and timely follow-up.

We have been super busy but have plans in the course of the next two-to-four weeks to "catch-up" with a good bit of software and hardware chores. EOS.web is one of them.

Please re-e-mail me in two weeks. I should have gotten the head start with EOS.web and should be moving along at a reasonable clip by then.

Give my best to Tony and the team, as I am very fond of all of you. Tony for sure stands out as one heck of a manager and visionary and you and Debbie as first class customer service professionals. I look forward to meeting you all sometime in 2004 in California.

Best,

A handwritten signature in blue ink, appearing to read 'M. Michael Massumi', with a stylized flourish at the end.

M. Michael Massumi, M.D.

MMM/klb

 [massumi.com](http://massumi.com)

*My doctor...at my side...virtually!*