



Jess C. Spencer Mortuary, Inc.
21228 Redwood Road
Castro Valley, California 94546-5924
1-510-581-9133 - 1-510-581-2861 (fax)

Jess C. Spencer Mortuaries and Crematory, Inc.

Dedicated to Those We Serve



Graham-Hitch Mortuary
4167 First Street
Pleasanton, California 94566-6700
1-925-846-5624 - 1-925-846-1373 (fax)

February 4, 2005

Allow me to tell you a little about my experience with Tri Valley Internet. I was actually drug into the process kicking and screaming. If it wasn't for some determined Shareholders and a staff at Tri Valley that were more patient than can be described, I would still be Web-less.

I am a person who deals well in situations that have lots of human contact, as Funeral Director for nearly 35 years I have dealt with people at what is often the worst moments of their lives. Not everyone can do this and it is often tough to do. The key though is to keep control loosely, keep calm, transfer that calm to the person or persons you are dealing with and most important project the assurance to them that you can handle their needs and you will accomplish all that needs to be done.

Richard and Sally from the very beginning did that for me, providing me with enough data to help me learn what they were doing, but not so much to make me want to give up. I have found that every one there was able to do the same. Mark Tanis and Chris Hopper both have the same talent for dealing with me and my staff. So much for the thought that the technical types can't deal with people.

I cannot recommend Tri Valley Internet Highly enough. Should you want further confirmation from me you may call me or email me and I would be delighted to answer any questions you may have.

Randy Friesen
President
Jess C. Spencer Mortuaries and Crematory inc.
925-846-5624
randyf@graham-hitchmortuary.com