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To: 'Sandra Rose Grossman'[sgrossman18@gmail.com]
From: Jim Trautman[trautman@bortz.com]
Sent: Wed 2/1/2017 9:51:41 AM (UTC-07:00)
Subject: RE: Cable Ops Status - Question

Sandi:

We did receive your invoice, and mailed a check to you (regular mail) on January 19th. We will be happy to mail you another check if necessary, but please let me know for sure that you did not receive it so that we can stop payment on the first one in case something happened to it.

On the survey, it seems like we are doing very well this year in terms of the pace of completion and the response rate. I think this is partly because we no longer have the WGN Only questionnaires and because there are far fewer Verizon and AT&T systems. That said, we also sent a larger number of questionnaires to you this year (about 360 in total), and are hoping to get a higher response rate because of the changes mentioned above. Therefore, we'd like to keep pushing ahead to try and complete 200 or more surveys.

I definitely realize that this will require extra time and effort at your end, so please charge us accordingly.

Finally, one minor concern. In going through the completes so far, I've noticed that some of the respondent's titles have been recorded in "short-hand" form. It's very important that we have the correct/official title for our respondents, so please ask your team to make sure they record this information accurately.

Thanks,

Jim

From: Sandra Rose Grossman [mailto:sgrossman18@gmail.com]
Sent: Wednesday, February 01, 2017 8:59 AM
To: trautman@bortz.com
Subject: Cable Ops Status - Question

Hi Jim,

I hope this finds you doing well.

You should now have received 125 completed Cable Ops Surveys.

You'll be receiving another shipment on Monday which will bring us close to 150.

We're projecting finishing the project in the next few weeks.

I did want to be sure you received the Interim Bill I sent sometime around 1/13 or so

Let me know if you didn't receive it and I'll email it to you.

Thanks,
Sandi