



Better Business Bureau of Greater East Tennessee  
255 N. Peters Road, Suite A  
Knoxville, TN 37923  
Tel: 865-692-1600 Fax: 865-692-1590

June 21, 2007

Mr. Robert Pakrul  
Spotless Carpet Cleaners & Janitorial Services  
P. O. Box 2054  
Johnson City, TN 37605

RE: Case # 8009232: James McCully

We are very glad to inform you of this highly complimentary letter from one of your consumers. It was very refreshing to receive it since about 99% of our mail deals with complaints on companies.

Thank you so much for the favorable experience given to this consumer.

Sincerely,

Jeanie Hoskins  
Vice-President/ Operations