

digital

DIGITAL EQUIPMENT CORPORATION

Russell A. Gullotti
Vice President

Merrimack, New Hampshire
03050-4303

September 21, 1993

Mr. Fred Allen
Advisor to the President
ecology and environment, inc.
Buffalo Corporate Center
368 Pleasantview Drive
Lancaster, New York 14086

Dear Mr. Allen,

Thank you for your letter of August 23, 1993. I appreciate hearing your concerns about account coverage.

As you may be aware, we have recently restructured our sales force in the United States. Our intention is that the new sales organization, which will be focused by industry, will be more responsive to customer needs. However, in the case of E & E, it is more important for you to maintain your existing sales relationship. I believe, based on your letter, that both Digital and E & E will be better served if your sales coverage continues to come from Kevin Harrigan in Buffalo.

Once again, thank you for taking the time to write. Please let me know if I can be of further assistance.

Sincerely,

Russ -

Russ Gullotti

cc: Robert Palmer

Kenn Hamington - CPT

Waste disp. Act -

Act list - Public Adm -

into to new reps out of

Calgary - cust upset -
on rep.

Mike Howard

T Small acct

local - or remote

Handwritten notes on lined paper, including a circled number '4' and some illegible text.

Dan Co
244-6408
FAX



ecology and environment, inc.

BUFFALO CORPORATE CENTER

368 PLEASANTVIEW DRIVE, LANCASTER, NEW YORK 14086, TEL. 716/684-8060

International Specialists in the Environment

August 23, 1993

R. Gullotti, Vice President
U.S. Sales and Services
Digital Equipment Corporation
Digital Drive, Box 9501
Merrimack, New Hampshire 03054

Dear Mr. Gullotti:

E & E has been a customer of Digital's for many years through good and bad times. I would expect Digital considers E & E one of their major western New York accounts.

E & E was advised on August 13, 1993 that our account was being shifted to Albany, New York and new personnel assigned. This was in contradiction to information received earlier in August. Our major concerns are:

- 345-2436
1. Over the last two years, Kevin Harrigan and E & E have cooperatively developed a strong working relationship and sensitivity to each company's needs.
 2. E & E believes shifting our account to Albany is a step in the wrong direction and neither Digital nor E & E will benefit.

If possible, E & E would prefer to continue our association with Kevin Harrigan and be served from western New York.

Sincerely,

F. E. Allen

Fred Allen
Advisor to the President

cc: R. Palmer, CEO

jb/XC114/#4636

*Rep still covering acct -
waiting to talk to Mgr -
- exception -*

Rachel - Palmer's pc

223-3357

Don Carney

244-6443