

June 17, 1970

Mr. Fred Bruner
IBM
475 Northern Blvd.
Great Neck, New York

Dear Mr. Bruner:

I want to thank you for your prompt attention to our needs for maintenance on our IBM 1800 System. I was as startled as you that no preventive maintenance calls had been made since October 1969 and that none of the engineering changes issued by IBM had been installed since the same date.

In our meeting with Mr. Bull on 6/16/70, we agreed that a PM call would be made on 6/22, and bi-weekly thereafter until we were assured that less frequent calls were indicated. Mrs. Traynor of my staff was assigned the liaison responsibility.

Mr. Bull indicated that there were 15 hours (approximately) of EC required. He has requested the necessary parts and as soon as these are assembled he will arrange for these to be installed on week-ends. I assume that this will be done no later than 6 weeks hence, about July 30.

We also shared our anxieties regarding the frequent pattern of down-time after EC's are installed, and we were assured that all EC's would be followed by full diagnostic plus cross-checking against our running programs.

I am most grateful for your cooperation in this purchase and in assisting us in the many administrative details of this significant re-arrangement of our relationship.

Sincerely yours,

Max Fink, M.D.
Professor of Psychiatry

MF:kt

cc: Mr. F. Bloomer
Dr. D. M. Shapiro