

July 15, 1969

Dr. Wayne Jostrand
IBM
475 Northern Blvd.
Great Neck, New York

Dear Wayne,

As we have repeatedly reported, we have had difficulty with our 1800 since its installation. After many verbal complaints, we took the extraordinary procedure of officially writing to you.

This seemed to produce results so that for the past three months we have had few breakdowns and reasonably satisfactory service.

This is to indicate to you that this machinery has not been functioning since July 1, that each and every one of 12 disks have been scrambled so that it will require at least one to two full days to restructure these programs.

The problem seems focussed on the disk drives and I would request your immediate attention. I would trust that you will give us credit for the rental costs since July 1, since that was the understanding with which we continued our relationship.

Sincerely yours,

Max Fink, M.D.
Professor of Psychiatry

NF:kp

cc: Mr. T. Bloomer
Mr. T. J. Watson