

March 31, 1969

Mr. T. Bloomer
IBM
475 Northern Blvd.
Great Neck, New York

Dear Mr. Bloomer:

As I discussed with you on Tuesday, we have been dissatisfied with the amount of time that our IBM 1800 has been down. In comparison with our previous experience with IBM equipment and in view of the reputation of this instrument, I would appreciate your review of the stability of our equipment and the program for updating and the problems in software support.

Thank you for your cooperation.

Sincerely yours,

Max Fink, M.D.
Professor of Psychiatry

MF:kp