

To Advanced Data Solutions,

This is a letter thanking you for your prompt and efficient service. I have a CD ReWriter installed in my computer. Unfortunately, being a new user I was not aware of the delicacy of the program used to transfer data from my harddrive to a CD. I inadvertently closed a session on the CD without allowing a proper table of contents to be written and, to make a long story short, had a CD with many pictures, worth hours of work, that I could not open.



I called the maker of the CD ReWriter and got no response. They told me to pitch the CD. Not giving up, I called Adaptec, the software company that created Easy CD Creator, and could not get through to a technician. A salesperson reiterated what Acer had already told me, to "pitch the CD." I even e-mailed the maker of the CD that I was using but got no reply. I found it hard to believe that a software company would issue a program that had no means of recovery in the event of a mistake.

Listening to a radio program one morning on the way to work, I happened on a program talking about data recovery. I checked several sites from the internet and called ADS to run my dilemma past them. They offered a free review of the damaged data, so I sent the CD. In a very short time they had reviewed the material and retrieved the pictures from my CD. I have been well pleased with the service and the courtesy of the ADS staff. I would highly recommend them as an excellent source for data recovery.



Yours truly,  
Denise Feasby