

# The Best Surprise Is No Surprise.

## However, If Your Old Telephone System Fails, A New ROLM System Is Often A Phone Call Away.

Few businesses can successfully operate today without an efficient telephone system. Hotels place their telephone systems high on the list of vital necessities, and the Holiday Inn at Randall Park Mall in Cleveland, Ohio is no exception.

When the Holiday Inn's old telecommunications system became inoperative the DeBartolo Corporation, hotel owners (who had recently installed a ROLM CBX at their headquarters in Youngstown) quickly placed a call to Electronic Engineering Co. (EECo) the ROLM Representative in Ohio. The Holiday Inn needed a new telephone system in a big hurry.

After EECo service personnel were apprised of the situation, personnel schedules were changed, equipment was ordered, and work timetables were constructed. The first EECo technicians began to arrive at the Holiday Inn at 5:20 p.m.

only 50 minutes after Ron Jayne's initial contact.

ROLM representative Doug Goodall made arrangements for a new ROLM CBX to be manufactured and shipped within 14 days (six weeks is the normal accepted delivery time.)

An emergency ROLM CBX was installed to provide the hotel and its guests basic telephone service, functioning properly under a normal Holiday Inn work load until it was replaced by the newly ordered unit shipped from the ROLM manu-

facturing facility in Santa Clara, California.

Electronic Engineering Co. has an enviable record of providing prompt and reliable service to its many customers. The Holiday Inn story is another example of EECo's dedication to providing tomorrow's technology, at the right place and at the right time.

For more information on how ROLM and its authorized suppliers respond to emergency situations, please check "Emergency System Replacement" application note on the reader response card.



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