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**From:** [REDACTED]  
**Sent:** Monday, December 5, 2011 7:52 PM  
**To:** service@steinway.com  
**Subject:** Piano tuning

Hello.. I need to arrange to have my employers piano tuned in Manhattan at 9=E 71st St preferably sometime this week. What is the best way to schedule t=is? You're customer service answering machine was a bit confusing. Thank yo= for your help.

[REDACTED]  
Content-Type: text/html; charset=UTF-8; format=flowed; version=0.0 encoding=TF-8"?> <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">  
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