

May 13, 2004

Mark Savickos
PRECISION WEST
4320 Anthony Court, Suite 16
Rocklin, CA 95677

Dear Mark,

We'd like to take a moment to thank you and Marc for the excellent transition we are making into the new phone system. The expertise that both of you displayed during this process made the transition almost effortless on our part.

We can't say enough good things about Marc....he was professional, patient with all of us throwing questions at him almost constantly, most diligent in his work, and extremely knowledgeable about his product and how to implement it.

We truly thank you BOTH for a job well done!!!

Most Sincerely,

Sinda Drakos for "the gang"

The Gang at Barco-Folsom



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