



MAIL BOXES ETC.®

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October 21, 1999

Advanced Data Solutions
2605 Hoover Ave., Ste F
National City, CA 91950

Gentlemen:

Recently, one of my Western Digital hard drives crashed. It contained data which was very valuable to me in the operation of my Mail Boxes Etc. Franchise. Your prompt and efficient retrieval of this data saved me much time and effort. I want to thank you for your professional efforts on my behalf.

Very truly yours,

A handwritten signature in blue ink that reads "David G. Ott".

David G. Ott
Partner