



September 28, 2000

Pamela Martin
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Re: Recovered Data

Dear Pam:

I wanted to take a moment to thank you and the technicians in your office for the successful job you performed in recovering the data that was lost when our network server crashed last month. In addition to providing the skill necessary in recovering our information, I was impressed with the excellent customer service that was given to me between the time we first contacted Advanced Data Solutions and the completion of our job. I appreciated the time taken to explain the process to me and keeping me informed along the way – always with a smile.

Thanks again for a job well done!

Sincerely,
Trauner Consulting Services, Inc.

A handwritten signature in cursive script that reads 'Pat Maudlin'.

Pat Maudlin
Office Administrator

:pm