

October 29, 2003

Karen Krebasch  
Illinois Business Communications. Inc.

Dear Karen:

Once again I would like to thank you, Sheri and IBC for helping us with our office communications system. When I was assigned the task of handling our office expansion, it was a relief to know that I could count on you to take care of our phone system and our computer wiring. Your knowledge of the equipment in both areas is very helpful and reassuring.

I appreciated your taking the time to sit with us and assess our needs (and asking a lot of questions!) before we got started. That thoroughness made me much more confident that we had the best solution. Also, I felt you developed the most cost-effective solution and worked within our system rather than doing more than we needed.

It is a pleasure working with you. Thanks for being there for us!

Warm regards,

Nancy E. Miller  
CFO