



December 22, 2003

Innovative Technologies
685 Green Meadow Drive
Greenwood, IN 46143

Attn: Robert Kanter

This letter is in reference to your services to our company over the past 2 years. Innovative Technologies has provided us with superior and excellent service during this time. Our needs for software and network issues continued to increase as our company grew in size. No matter the issue at hand, your company always had the solution. Most importantly, this solution was always one with cost in mind. You always provide different alternatives, based upon the situation and what the cost ramifications might be. Your attention to detail is greatly appreciated, in light of the type of service business you are in and the possibilities for down-time and lost-time we routinely experienced with other companies in your field of business.

The bottom line is that we have been able to consistently meet our needs as our company has evolved with your assistance. Within a day of the fire that destroyed our facility, you put a plan in action to help us recover as quickly as possible. Our website was up and running quickly and you were able to retrieve a vast majority of our data and records from damaged stations. Your help during these times will always be greatly appreciated and certainly never forgotten. The re-building of our business after the fire could have never been possible without your efforts. To completely recover from a fire and be up and operational within 7 months took a collective effort and one that Innovative Technologies had a big hand in.

I base our vendors on timeliness, accuracy, efficiency and cost management. Very seldom do I also see a personal side to doing business with a vendor, but your entire team takes great pride in what they do and "personally" do whatever it takes to make sure we are satisfied. I have always looked at the service business as a value-added business. Your goal is to add value to our business and in turn, allow us to be more productive, efficient and profitable. In my opinion, Innovative Technologies epitomizes "value-added" and is a major contributor to our success.

Sincerely,

Jeff Smith
President
