

A.G. EDWARDS & SONS, INC.
One North Jefferson
St. Louis, MO 63103

314/955-3000



November 9, 2004

Mr. Brian Conboy
President
Advanticom, Inc.
46 South Linden Street
Suite A
Duquesne, PA 15110

Dear Mr. Conboy:

A.G. Edwards wishes to commend the outstanding efforts of your firm in support of the recent upgrade of the Toshiba telephone system at our branch office location in Pittsburgh. In particular we wish to single out the specific efforts of Dean Ranalli, Director of Operations, and Steve Dobrick, Service Technician. Dean was very accommodating in setting up the upgrade/installation process. When our technician, Tom Goddard, ran into onsite parts availability difficulties, Steve offered to help in any way possible and supplied us with parts from Advanticom's inventory. This proactive response kept the process moving along to a successful conclusion. We are very grateful to Advanticom for "coming to the rescue".

We look forward to improved telephone system functionality at our branch office plus a long business relationship with Toshiba and your company.

Sincerely,

A handwritten signature in cursive script that reads "Tom Hamilton".

Tom Hamilton
AVP & Manager, Branch Voice Communications
St. Louis Home Office

A handwritten signature in cursive script that reads "Nancy Lynches".

Nancy Lynches
Vice President & Manager
Pittsburgh branch office