



January 24, 2005

Mr. Brian Conboy, President  
ADVANTICOM, INC.  
46 South Linden Street  
Suite A  
Duquesne, PA 15110

Dear Brian:

I want to acknowledge the excellent job your company has done in designing, implementing and managing our new voice and data network. Allegheny Millwork deals with a large number of suppliers, vendors and service contractors each week. Few, if any, have shown the degree of professionalism and customer service your firm has. I believe that your company will actually:

- Save us money
- Improve our productivity
- Reduce our frustrations

It is rare that all three of these show an improvement at the same time. Normally one or two of them will have to suffer for a substantial improvement in the others.

Your people were knowledgeable and very attentive. You personally were also very accessible. It is obvious that your strategy is to build a long-term relationship and not just make a quick profit and run.

I have already recommended Advanticom to an affiliate company.

I hope that you continue to provide this level of service; and I'm sure you know I won't hesitate to tell you if I have any doubts.

Sincerely,

A handwritten signature in black ink that reads "Richard A. Serdy". The signature is written in a cursive style and is positioned above the printed name.

Richard A. Serdy  
CEO  
Allegheny Millwork