

BEAVER COUNTY  
CHILDREN  
& YOUTH  
SERVICES

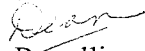
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County Commissioners: Dan Donatella, Chairman • Charles A. Camp • James Albert

Victor Colonna, M.Ed.  
Administrator

August 19, 2003

Mr. Dean Ranalli  
Operations Manager  
Advanticom, Inc.  
46 South Linden Street, Suite A  
Duquesne, PA 15110

  
Dear Mr. Ranalli:

I am writing to thank you and the entire Advanticom staff for your hard work and dedication before, during and after our move, and the installation of our new Shoreline phone system. Your attendance at all of our "move meetings" proved invaluable to me, as did your knowledge and expertise working with Verizon on the installation of the T-1 in a building that, according to them, didn't exist. I could not have cut through their red tape without you. Advanticom's involvement not only made my job easier but made the whole project go smoothly.

I'd like to extend special thanks to Steve Dobrick and Dan Templeton for their commitment and dedication during the install, and for being here the day we moved in to make sure everything went as planned. I'd also like to thank you and Chris as well for coming in on a Saturday to 'fine-tune' everything after we were moved in, and Carrie for being a helpful, friendly voice on the phone every time I call.


The peace of mind I have knowing that every time I call Advanticom for service or support my issue will be resolved accurately and in a timely fashion is invaluable to me. In today's business world, Advanticom's commitment to quality service is a welcome change.

Sincerely,

BEAVER COUNTY  
CHILDREN AND YOUTH SERVICES



Stacey L. Furr  
Information Technology Technician

  
Sandra L. Marovich  
Systems Analyst

SF/cac