



January 21, 2005

Advanticom, Inc.
46 South Linden Street, Suite A
Duquesne, PA 15110

RE: Service/Technical Department

Dear Brian;

I wanted to let you know how pleased we are to have a Communication Company with a Technical/Service department that knows what they are actually talking about when helping a customer. The two technicians I always work with are Rich and Dan.

A new customer always has questions and concerns after the installation. Both of these men know how to answer your questions with superior quality and timeliness. With their busy schedules and spread thin at times with update trainings, we have gotten all call backs and help in a timely manner.

Both of these men have the "good old fashion qualities" that most companies have lost in times of advancements and technology.

Most people write complaint letters, however, not enough people "pat" the Good people for a Job well done. Our thanks again to Rich and Dan.

Sincerely,

Katherine Sentgeorge
Sales Assistant
R.E. Whittaker Company