



# CUMULUS

January 29, 2004

Mr. Tim Ancona  
Ticomix, Inc.  
5642 N Second St  
Loves Park, IL 61111

Dear Tim,

Ticomix has provided computer support for Cumulus during 2003 and I wanted to let you know how pleased we have been with that support. Ticomix has been very flexible in changing the support plans as our support needs have changed. This flexibility has played an important part in the continuing upgrading and enhancement Cumulus' Novell and Windows networks.

We have met several of your consultants and all of them have been knowledgeable, professional, and courteous. However, I would be remiss if I didn't single out the work that has been done by Dave Caruana. Dave has been our primary contact throughout the year and truly treats our environment as if it were his own. He constantly goes the extra mile for us and has not hesitated to take my calls on nights or weekends to help us through issues.

In conclusion, congratulations on building a good team and keep up the good work!

Sincerely,

Michael Hayden N.C.E.  
Director of Engineering & M.I.S.