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August 29, 2006

Mr. David Achilli  
Ticomix  
5642 North Second Street  
Rockford, IL 61111-4621

Dear David:

I just wanted to drop you a note to let you know how very helpful Hector has been over the last several weeks with our internet problems.

I believe I had a few conversations with you regarding this. Upgrading our internet speed has been a very frustrating process, to say the least. Hector has been extremely helpful on several occasions and was instrumental in getting our internet back up and running, and running at the higher speed. If he had not been here, I am sure our internet would not be running at the higher speed yet.

Through all this frustrating process, Hector has continued to be friendly and helpful, going above and beyond his usual duties to help us get our internet not only back up and running, but running at the new, higher speed as well.

We appreciate Hector, and Ticomix for being there to help with all our computer needs.

Sincerely,



Nanette Mecklenburg  
Office Administrator