

May 31st, 2007

Mr. Brian Hooper
MSI Mechanical Systems, Inc.
10-12 Delaware St.
Salem, NH03079

Dear Brian:

I want to thank you for the excellent job your team did in installing our new HVAC units in our Data Center. From start to finish you team was nothing but professional and courteous.

Before you came in our Data Center was hovering in the mid 80's. Obviously, this was leading to malfunctioning servers and other network hardware. From your lead Engineer right down to the techs, you were dead on accurate in the assessment and the strategic plans for making our server environment a cool 69 degrees year round.

I was most impressed with your ability to perform a wet tap during production hours within our Data Center. I'll tell you the truth that when the process was described to me about drilling into chilled water lines directly above my server infrastructure, I was definitely paranoid. However, the process was as smooth as you described and less invasive than I ever thought it would be!

I have nothing but the highest regard for your operations, both management and installation.

Again, thank you for a tremendous job onsite at our facility. I can breathe a "cool" sigh of relief now that our Data Center is at the proper environmental specs.

Sincerely,

A handwritten signature in black ink, appearing to read 'K Friday', with a long horizontal stroke extending to the right.

Kristopher Friday
Senior I.T. Engineer
Sentillion, Inc