



November 8, 2005

R & R Computer Services  
3233 Moorefield Drive  
Carlisle, KY 40311

Re: Excellent Service

Dear Mr. Greg Rawlings:

I would like to take this opportunity to praise your company on its excellent service, timely response, and overall great customer satisfaction.

Copy Express, Inc. has contracted with you, Greg Rawlings, since before 1993, and now through your company, R & R Computers Services. As you know, over the past years, we have attempted to contract some of our "bigger" projects out to other companies that promised the moon, but delivered "chaos". Chaos, that you, yourself, had to repair and ultimately complete unfinished projects in an effort to help us cut our losses and use computer backups and equipment that we purchased from other companies that they, themselves, could not make operational.

So, you not only offer, Copy Express, the best in knowledge, expertise, and availability, but also comfort in knowing you can and will provide us the highest quality of service on the market today.

For those things, Greg, I would like to say "thank you" for many jobs well done. I would highly recommend you, your company, and staff to anyone seeking expertise in the computer and computer repair industry.

Thanks again,

A handwritten signature in blue ink that reads "Penny E. du Toit". The signature is written in a cursive style with a large initial "P".

Penny E. du Toit  
Controller