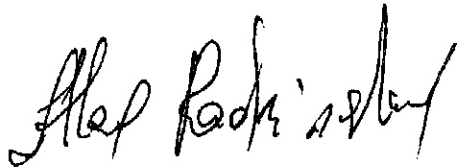


Dear Sirs:

I would like to take this opportunity to thank-you and your staff for their outstanding work at Natick Labs, with Carrier Comfort Network. We are now experiencing comfort levels and equipment control that are truly remarkable; we will certainly be continuing to refit the remainder of the base to achieve this same result as well as energy management goals that were not being met with with the previous system.

Thank-you again
Alex Radzinski

A handwritten signature in black ink that reads "Alex Radzinski". The signature is written in a cursive, slightly slanted style.

Chief Mechanical Eng.
Natick Army Base