



November 11, 2003

Nelson White Systems, Inc.
8725-A Loch Raven Blvd.
Baltimore, MD 21286-2227

Dear Mr. Wilder,

Your team is fantastic. We recently purchased a new AV system for our training room, and our overall experience with Nelson White was exceptional.

We chose Nelson White over other potential vendors because Mike Logan was not only personable, but knowledgeable. We felt comfortable with his expertise and facility in delivering information that was somewhat new to us. From our first few minutes working with him, we felt that he really wanted to understand our needs and help us prepare for potential growth.

Your engineers did a fantastic job of designing our system. The product they designed gives us the flexibility and ease of use we were seeking.

And the Nelson White installers were first class. They were willing to answer our questions and describe what they were doing as they were working without making us feel that we were interrupting. They completed the installation in the promised timeframe, and when they were finished, everything worked beautifully. We truly appreciated the installers' professionalism.

As for the entire Nelson White team, we were so pleased with the fact that your operation worked together to complete the project ahead of time based on our needs. Our training room schedule is always full, and we had a very small window of time available for the installation. Your priority service made us feel very important and glad that we chose Nelson White.

Our Senior VP is so impressed with the new system that he wants to maintain our relationship with Nelson White and invest in ongoing maintenance and enhancements. We look forward to working with Mike Logan again soon to plan the next steps.

Sincerely,

A handwritten signature in cursive script that reads 'Karen Shawwa'.

Karen Shawwa
Manager, Training and Development