



March 21, 2006

Unity Business Networks  
Attn.: Bob Paulsen

Dear Bob:

In an IT world which consists of calling 1-800 numbers, and waiting on hold only to speak with a nameless, faceless customer service representative who knows little to nothing about your account and system configuration, Unity shines with expertise in meeting our complex communications needs. How wonderful it has been to have a specially designed system which revolves solely around our specific requirements, providing a seamless connection between our home office to our project sites. On top of it all is your knowledgeable, technical service and support team always available to handle our unique questions and operational challenges.

Without question your customer service has been tremendous, and the transition from Avaya/Qwest to your system has been extraordinarily smooth and easy. Quite simply, it is an absolute pleasure working with Unity.

Sincerely,

Amy Papineau  
C.F.O.