



The Friendly Home

Nursing Care & Rehabilitation

March 30, 2005

Mr. Lee Wilson
American Tech Corporation
P.O. Box 10
Tacoma, WA 98401

Dear Lee,

I am pleased to write you and your company this letter of endorsement. I would like to express my appreciation for the job you and your staff have done installing our new Satellite cable system at Linden Knoll Independent Living Apartments and The Friendly Home Nursing Home. The new system has exceeded my high expectations. The quality of the picture (signal) is better than our previous cable company, and many of our residents have told me this. This was my biggest concern as I took this project on. The stigma of poor satellite reception is totally untrue.

I put my neck on the line with this project but the relationship I built with you and your company assured me that my decision to go with you was the right one. I couldn't be happier with the end result. Our residents and families are happy. We are now offering a better quality system at a much-reduced cost (over 50% savings). The system will pay for itself in less than three years and we will be generating additional revenue after that.

I know my two facilities (older buildings) offered a challenge to you and your staff. You fulfilled the commitment made to me that you would not leave until the system met your high standard. I know you and your company can make this system work anywhere now.

Lee, I would like to thank you for the friendship we have made. We connected three thousand miles apart and made this project work. I keep hearing positive comments about you and your team. Your attitude throughout the challenges of this project was a learning experience for me. Thank you again for a job well done. Please feel free to use me as a reference on ANY project you have.

Sincerely,

John R. Gagnon
Assistant Administrator

Because friends care.