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PARTNER EMERITUS

August 12, 2005

Mr. Adrian Zannin  
The PCA Group, Inc.  
Airport Commerce Park  
455 Cayuga Road  
Suite 200  
Buffalo, NY 14225-1309

Dear Adrian:

I would just like to take a moment of your time to thank you for sending Melissa to help me on my first day with our new phone system. Her help was invaluable and I could not have done it without her. Melissa is not only kind, but a very helpful person that could contribute to other potential clients that may be purchasing new phone systems.

Thank you again.

Sincerely,

A handwritten signature in black ink that reads 'Paula Ryszkiewicz'. The signature is written in a cursive, flowing style.

Paula Ryszkiewicz