

TOWN OF NIAGARA
COUNTY OF NIAGARA, STATE OF NEW YORK
NIAGARA FALLS, N.Y.

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OFFICE OF THE TOWN CLERK
Sylvia Virtuoso

November 22, 2005

Steve Szubinski, CMO
The PCA Group, Inc.
Airport Commerce Park
455 Cayuga Road Suite 200
Buffalo, NY 14225-1309

Dear Steve:

Just wanted to drop a note and let you know how extremely helpful your staff has been to the Town of Niagara. Our network engineer, Tom Roberts is always there for us and a great problem solver and he recently assisted me with a problem I was having with our e-mail and website and he referred me to Tim O'Connell. Tim was extremely helpful and knowledgeable of our situation. He made the transition over to the PCA Group very simple and trouble free (on our part that is). It is such a pleasure to work with all of your staff and I am happy we were able to add another component to our working relationship.

On behalf of everyone here at the Town of Niagara we look forward to continued work with your helpful and friendly team.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sylvia Virtuoso".

Sylvia Virtuoso
Town Clerk