

March 29, 2000

Metrocom Audio Visual Ltd.
21 Goodrich Road, Units 6 & 7
Toronto, Ontario
M8Z 6A3

Dear John and Andrew,

I just wanted to express my sincere thanks to you and your company for the outstanding service you have provided us with over the past decade.

We truly value your dependability and promptness in accommodating our requests. With the type of service we provide at the Leadership Centre, it is not unusual to receive many last minute audio visual requests from our clients. Metrocom has come through for us time and time again, and we just wanted to let you know that the equipment and service you provide is very appreciated by our clients as well as us.

Your ongoing reliability, competitive pricing, and customer focus is why we look forward to working with you and why we will always recommend your service for any outside inquiries.

Best Regards,



Debbie Douitsis
AV/Floor Manager, Conference Services