



March 30, 2000

John Galloway
Metrocom
21 Goodridge Road
Toronto, Ontario
MB2 6A2

Dear John,

I would like to take this opportunity to thank you for the excellent service Metrocom has provided us for over ten years.

Metrocom has proven to be very reliable and courteous and especially helpful when it comes to last minute requests of our conference guests. Your willingness to provide that extra level of service exemplifies the high level of excellence that we have come to know from your company. It is with confidence that we recommend Metrocom to our guests, safe in the knowledge that their best interests will be looked after by you and your team.

I look forward to continuing to work with you and the rest of the Metrocom staff for all our future events.

With thanks,

Sylvia Biffis
Convention Manager