

# SEMINOLE TRIBE OF FLORIDA

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Tribal Officers:

**MITCHELL CYPRESS**  
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Vice Chairman

**PRISCILLA D. SAYEN**  
Secretary

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Treasurer

**INFORMATION SYSTEMS**  
6300 STIRLING ROAD  
HOLLYWOOD, FLORIDA 33024

Wednesday, June 28, 2006

Rick Appel  
Senior Account Manager  
Milner Voice & Data  
Mercom Recording Systems  
3660 Park Central Blvd. N.  
Pompano Bch., FL 33064

Dear Rick,

I wanted to contact you and express our satisfaction with your product and your company. As you know, during the past 4+ years we have implemented your Mercom recorders. During this time, we have gained an increasing level of confidence in the Milner / Mercom team. We are at a point now, that the recorders are virtually on "auto pilot". Needless to say, the technical expertise displayed by Milner / Mercom has been a huge benefit to our overall operation.

In addition, I appreciate the ongoing level of support - not only through remote diagnostics & maintenance, but by way of onsite support. Having a 'warm body' here at our facility is a real benefit under certain circumstances.

Thank you and we look forward to growing our business relationship!

Best Regards,

Taylor Brooks  
Telecommunications Technician  
Information Technology  
Seminole Tribe of Florida