



1 East Telecom Pkwy, FLTDSE2P
Temple Terrace, FL 33637

Thursday, May 4th, 2006

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


Dear Rick,

I felt compelled to send you this letter, and express our satisfaction with your product and your company. As you know, during the past 5+ years we have implemented several Mercom recorders. During each installation 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,

A handwritten signature in red ink, appearing to read "Richard Alley", with a long horizontal flourish extending to the right.

Richard Alley
ACD Manager
Verizon Data Services