

Cooper Lighting
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June 12, 2003

TACcom
P.O. Box 40096
RPO Marlee
Toronto, Ontario
M6B4K4

Attn: Mr. J. Murray

Dear James:

I just wanted to drop you a note and say thanks to you and your team for putting on a first class performance at our 'customer service conference' at Fern Resort last Saturday. It was very professional and the actors were superb over the four (4) hours. They relayed the various customer service issues exactly as we had anticipated and connected them to our company. Lots of laughter, as people could recognize themselves in the various skits. They also did a good job in leading the six (6) teams through the interactive sessions and those who were at first a little anxious, soon found themselves completely involved and relaxed. A great time was had by all.

Thanks again.

Sincerely,
Cooper Lighting

A handwritten signature in blue ink, appearing to read "T. Cairns".

T. Cairns
Director, Marketing and Administration