



March 19, 2001

To Whom It May Concern:

Re: Bison Software

We have utilized the services of Bison Customized Software ("Bison") since October 1997.

During this time, Bison has written and implemented a complete re-write and upgrade of our pre-existing operations software.

The performance of the software to date has been excellent and the conversion process from our old software system was one of the smoothest we've experienced.

Since the implementation of Bison's software, we have experienced minimal software problems. Further, we have requested many enhancements and add-ons from Bison and have received timely and reliable service in each instance.

Bison's conscientious approach to their work, their dedication, and their record of performance allows us to rate Bison as a highly recommended service provider.

If you have any questions regarding our experience with Bison, do not hesitate to contact the undersigned.

Sincerely,

Roy Leavitt, CGA
Controller