

Adcom Worldwide
Bonnie Knoedler
President
5655-D General Washington Drive
Alexandria, VA 22312

Dear Bonnie,

I am finally getting around to tell you how much we appreciate the service Adcom provided us. With the required attention to detail needed at every stage in the process, we know moving our Catalys is no easy task. After receiving compliments from several departments, I thought it only appropriate to express our appreciation!

As we have discussed so many times before, the time sensitivity and condition of these Catalys are always crucial.

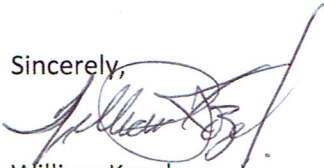
Not only has your company provided us quoting for every scenario we could throw your way, they have executed and delivered the results with unimaginable detail. Your Customer service department sends our assigned HAWB that includes each detail accurately so there is never any question concerning the service level we expect. *And we have high expectations!* I cannot remember a time when your team has said no.

I must say, your Super Platinum service level as impressed my coordinators the most. Your operation teams, both the domestic and International, have managed to perfect this level of service! All requirements such as lift gates, uncrating/unpacking, and coordinating with our technicians for inside delivery to sensitive doctor's offices or medical facilities have never failed us. They have even manage to store crating at various locations for our future use.

Lastly, our sales teams appreciate receiving status updates from your team. This has allowed us the confidence to communicate accurately with our clients...and when our clients are happy... WE are happy!

We would be happy to provide a recommendation for your company anytime!

Sincerely,



William Kozel
East Region Capital Equipment Manager
Abbott Medical Optics