

November 30, 2005

Mr. Rick Cortez  
MCA Communications  
525 Northville  
Houston, Texas 77037

Mr. Cortez,

I wanted to drop a note of appreciation for the excellent job that Anthony Yager, Guy Gauthier, Joe Baez, and Ralph Rodriguez have done here at the credit union. Anthony did a thorough walk-thru of our building for planning purposes. He also did a thorough walk-thru of our new branch which is currently under construction, and made numerous suggestions that we will incorporate into the design. As for Guy, Joe, and Ralph, not only is their work very well done and appealing (you should see what they are replacing), but they have done everything they can to keep disruptions of our employees and customers to a minimum. Also, they have helped several times with things that weren't in the scope of work. One of our new UPSs decided to short, and Guy was present when it happened and saved us a lot of headache by disconnecting the UPS and all equipment attached to it. Also, we had a problem with an **existing** drop at a critical workstation, and Guy took the time to fix that problem for us. Things like this make all the difference in a job of this scope, and make us happy to continue our relationship with MCA for future projects.

As you know, we are having MCA do our next cabling job at our new branch that is currently under construction, and I'm certain that we'll be as happy with that job as we are with this one.

Regards,



Thomas Green  
VP of Information Systems