



smplsolutions
22651 Lambert St., #106
Lake Forest, CA 92630

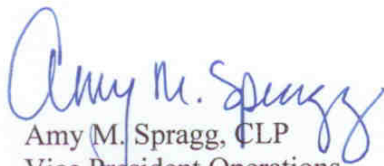
Dear David:

I just wanted to drop you a quick note to say thank you for the continuing excellent service that we receive from your team there at smplsolutions! Pacifica Capital chose to purchase our Toshiba phone system from smplsolutions in the summer of 2002 after much investigation and comparison of different systems and companies. Since then, we have been very happy with the phone system and especially pleased with the customer service we have received. Your technicians are always helpful and reliable. We especially like working with Matt and Nick, so please give them both a huge "thumbs up" from us.

We will be moving our offices in the next few months and will be contacting you to help facilitate our relocation.

Thanks again for the outstanding support!

Sincerely,


Amy M. Spragg, CLP
Vice President Operations
Pacifica Capital