



Process Equipment

September 27, 2006

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

Re: Customer Service

David:

Thank you, and your staff, for the excellent customer service provided to both our Corona and Bakersfield offices for over 6 years. Hard to believe it has been that long! You and your technicians have done a great job maintaining our data network and Toshiba phone systems. Three years ago the vision of linking Bakersfield's office with our corporate Corona office by network and phone system was just a "wish-list" item, but in the spring of 2004 your team helped make it a reality.

Upgrading our network servers and the implementation of your data maintenance program has made a big difference in our operations. Downtime is no longer an issue and that has certainly helped minimize my stress level!

Thanks.

Regards,
PROCESS EQUIPMENT COMPANY

Sandra J. Hollis

Sandra J. Hollis
Secretary/Treasurer

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