

THERMAL CONCEPTS, INC.

Air Conditioning • Refrigeration • Ductwork • System Controls • Insulation

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August 4, 2009

Comprehensive Business Systems
4801 S. University Drive
Suite 128
Davie, FL 33328

Dear Marc:

I would like to take a moment to express our gratitude for our relationship with Comprehensive Business Systems. About four years ago, when we were looking for an IT service company, most other firms would not consider dealing with a company our size because we have an internal IT person. Furthermore, they had a problem billing with net terms versus prepaid hours. You had no problem with either and have since developed a terrific working relationship with us.

First and foremost, we need to know that our IT provider is there for us. You have never let us down. You are reliable, always responding quickly to our needs and billing fairly for your services.

Your professional, consultative approach in presenting our options has been invaluable. You've never tried to push something on us that we did not truly need. All of this makes you a trusted and valued business partner.

Sincerely,



Susan Zander
Systems Administrator

SALES & SERVICE & INSTALLATION