



We Make It Easy To Communicate

January 29, 2007

Jay Fodrea
Technocom
7929 SW Burns Way Suite F
Wilsonville, OR 97070

Dear Jay:

Congratulations on receiving your 2006 Reseller Quality Program Award for Excellence in Customer Service.

Your participation in the Reseller Quality Program affords us the opportunity to visit with the end-users of our systems and tap into their unique experiences, challenges and suggestions in our ongoing attempt to improve upon our current products and programs.

The sales, installation and training teams of Technocom played a significant role in advancing ESI's efforts in the marketplace via the many satisfied customers you supported this year.

We applaud your commitment to quality - throughout the thousands of installed systems we evaluated in 2006; you consistently exhibited ESI's ultimate ideals for customer service. For this, we are sincerely grateful.

Thank you for your continued business. As a *Quality Reseller*, you are a valuable asset and business partner not only to ESI, but also to every customer who does business with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Boyd", is written over a large, stylized, circular scribble.

Doug Boyd
President / Chief Operating Officer