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Oct 22nd 2003

Mr. Jeet A. Basu
AdvanceCOM Technologies Inc.
46 A2 Ravenna Street
Hudson, OH 44236

Subject: Performance feedback

Dear Mr. Basu,

This letter is to thank you for your unbiased assistance with all our technical requirements and for giving our technology needs top priority bundled with your undivided attention.

Moreover, it was a refreshing experience to see you and your team's innovation in designing software that out performed the challenge posed by our multi-office and multi-time zone environment.

We are extremely pleased with the D-Trac system. This matchless web application will definitely give our company the added edge over our competition. As it allows us to conduct all our critical business operations efficiently and permit's direct access to real-time data to our clients.

The services provided by AdvanceCOM Technologies Inc. have most certainly enhanced our business and has allowed us to offer higher level of service to our clients.

Overall, AdvanceCOM Technologies Inc. has been helpful, knowledgeable and responsive in all aspects of it's service and commitment to help our business grow. We look forward to a long-term relationship.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anand Yadama', written over a white background.

Anand Yadama
Executive Vice President/COO
RMM Global

