

January 28, 2001

Keith Timmons
KBT Contracting
12633 Duraven Trail
Jacksonville, Florida 32223

Dear Mr. Timmons:

I want to take this opportunity to thank you for the wonderful job you did on behalf of Controlled Programs, Inc.

It is not often in this day and age when we enter into a contract, we actually get everything that was agreed to. How pleasant this experience has been for us. You not only completed the tasks at hand, but went above and beyond what we expected.

Having dealt with contractors in the past, we did not look forward to what was ahead. It is hard enough to deal with all the decisions that need to be made while maintaining our work flow, but the thought of dealing with sub-contractors, painters, carpenters, people not showing up, and the overview board, it was overwhelming. Your coordination and management of the job was impressive. We appreciate your attention to detail.

Please know that should we decide to build another building in the future, we will once again contact you. We wish you and company much success.

Sincerely,


Cynthia A. Kay