

TOWN OF RICHLAND
H. DOUGLAS BARCLAY COURTHOUSE
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May 22, 2009

Advanced Business Systems, Inc.
22811 Murrock Circle
Watertown, New York 13601

To Whom It May Concern:

Several weeks ago, your salesperson, Chris Angelo, asked if we were pleased with the services that we receive from "Advanced".

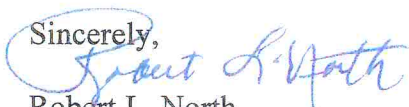
Normally, I would not take the additional time out of my day to acknowledge services from outside vendors. In this particular case, I believe that the service that we receive goes above and beyond the norm.

The first time we (Town of Richland offices) started dealing with "Advanced" was when we bought a copier for the Town Clerk/Tax Collector's Office five or six years ago. I thought that service would be like every other vendor that we have dealt with in the past. I must admit that I was totally wrong. Any time that we have any problem with the operation of our office machines, we call you for service. Many times, your service representative is at our offices before we hang up the phone. Last year, we contracted with your company to serve as our computer hardware service contractor. The same reaction/turnaround time is recognized with this service as well. I sincerely appreciate the service you provide as well as the people who represents your company.

Chris Angelo makes it a priority of his to call us or visit us on an appropriately set schedule. Chris is a bright light in a storm and has a wealth of knowledge of the products that he sells. Getting to know Chris and becoming clients of "Advanced" has been a positive experience for me and the services received are considered some of our greatest assets that we have.

Thanking you for allowing me to acknowledge the exceptional service that we receive from your company in general and from Chris in particular,

Sincerely,


Robert L. North
Town Clerk