

August 16, 2007

Rick Robertson, President
Exclaimer.com
210-150 Isabella ST
Ottawa, ON K1S 1V7

Dear Mr. Robertson,

I would like to make the following comments on my experience in my dealings with your Company and in particular with Brad Alford.

First, it is wonderful to get a live voice after the first tier of automated instructions. The person knew exactly to whom to route my call. That person was Brad Alford with whom I have spoken with once before.

In both instances Brad was very knowledgeable, technically sound and above all very courteous. He listened intently to my description of the problem and got to the resolution of it quickly.

What novel concepts these are in today's world, however your Company and Brad just may be onto something.

In closing, I would like to add that the impressions customers form of any enterprise almost always is that which its employees impart. Brad imparts an extremely positive image of your Firm. He is a great asset to you and I just wanted to let you know that.

Very truly yours,

David M. Carmisciano, Partner