



the **MOTIVATION**shop  
Incentive Solutions for Business

Monday, May 15, 2006

Scott Cummings  
President  
Excalibur Technology Corp  
28144 West Industrial Drive  
Suite 118  
Baritone, IL 60010

Dear Scott:

Just a note of **thanks** to you, and the Excalibur team, who keep my company moving forward!

Last week during some unusually bad weather, our power failed and the surge destroyed our office router. This might have been a real disaster since we were finalizing a large client's billing on a sizable project being prepared for their approval and final payments to us.

As our accounting team worked to finish the project audit, I called Excalibur and described the problem. We needed to transmit our final project accounting (spreadsheets) to the client for their review by the end of that day!

Literally within 20 minutes of calling Excalibur, your office dispatched a technician who was able to install a faster (wireless) router to get us going in about an hour's time. This included the time it took for Excalibur to uncover and reset some long-forgotten access codes.

The technology side of business today is so critical that downtime is not an option. So, this is the kind of service that I really appreciate. Even though my business is small, I truly appreciate the relationship I've enjoyed over the years with your company.

Please pass my thanks along to your team and... please, keep up the good work!

Sincerely,

Steve Morrissey  
Account Director/Principal