

PEARSON-DUNN

INSURANCE & FINANCIAL SERVICES INC.

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September 18, 2002

Melissa Davis
Schooley Mitchell Telecom Consultants
91 Brunswick Street,
Stratford, On
N5A 3L9

Dear Melissa:

Just a quick note of thanks to you for all your efforts in assisting us and all of our telecom needs.

As you know, our communications and telecom details were in quite a state. Due to acquisitions, mergers and moving into a new location a few years ago, our communication costs were all over the place. Under the recommendation of Mike Simms from Expense Reduction Analysis we opted to deal with Schooley Mitchell as our point person for all of our communication needs.

Your role in our transition to bringing everything back to Bell was significant. As you know we hit a few snags and I was always pleased to know that you were on top of things and always fixed them as soon as they were brought to your attention. Your prompt, and pleasant service made it very easy for me.

Thanks again, and I look forward to our continued relationship.

PEARSON-DUNN INSURANCE & FINANCIAL SERVICES INC.



Kim Vertatschitsch
Finance & Admin.

Real People ... Real Close

Ancaster
335 Wilson St. E.
905-648-1553

Hamilton
260 Nebo Rd.
905-575-1122

Hamilton Mountain
Limeridge Mall
905-388-4885

Brantford
Lynden Park Mall
Tel: 519-759-7911
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Stoney Creek
Gulliver's Square
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41 Main St. West
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