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Thursday, October 31, 2002

Dear Mr. Griffin,

We've been using two Useful DiscoverStations in the lobby of the Alastair Ross Technology Centre since August 21<sup>st</sup>, 2002. We've been very satisfied with the quality service, the professional installation, and the highly competent technical team.

Userful has addressed a big concern with a simple solution. DiscoverStation is extremely stable and reliable, and we've had no problems. In fact, beyond connecting the Ethernet and power, the machine has been zero effort, and we've received numerous compliments from our customers.

Our experience with the product and service has been positive. It has been a reliable, secure, hassle-free solution. Useful has made public access easy. It just runs 24/7, and is well managed.

Sincerely,



David MacKillop  
Manager, Alastair Ross Technology Centre  
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