



March 5, 2007

Casey Smith
CDS Telco, Inc.
5241 Secor Rd.
Toledo, OH 43623

Dear Casey ***and CDS Telco Staff,***

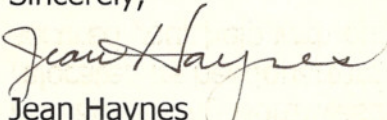
We realize it's been six short/long months since the Better Business Bureau serving Northwestern Ohio and Southeastern Michigan, Inc. has relocated its headquarters. Just in case you've forgotten, in August 2006, we secured your help with our move.

It was truly our intent to communicate with you sooner, but so many loose ends continue to be associated with the building that letters like this seem to fall to the back burner.

We haven't forgotten the great job you did and wanted to take a moment to "officially" thank you for your assistance. Your staff provided service that was, **and continues to be**, exceptional. They were courteous, industrious and we all were impressed from beginning to end. Despite the challenges we had with our IVR system, all of them remained positive, even when our Staff threatened bodily harm!

Without you we would not have been able to achieve the level of success we did during our relocation and we appreciate that. We sincerely thank you for all your efforts and look forward to an excellent working relationship in the future.

Sincerely,



Jean Haynes
Director of Operations