



Total Personal Services Administrative Group, LLC

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January 4, 2006

Mr. Joseph A. Puglielli <joseph@techknowsystems.com>
President and Senior Software Engineer
Tech Know Systems, Inc.
Flathead Valley Montana, USA

Re: Annual Vendor Satisfaction Survey

Dear Mr. Puglielli:

In reviewing our internal survey of vendors used by Total Personal Services (TPS) I noticed that for the third year in a row my IT department has ranked you among the top three vendors that they have dealt with. When asked why they have ranked your software (JETPCL) so highly they explained that besides its ease of use when incorporating it into our apps, the support that you provide is tops in their books.

Although other software products work quite well, my IT staff has repeatedly explained that without support, what good is a product? Apparently when contacted by email or telephone you have provided accurate answers to their questions and have not given them the "guess an answer" solution. And best of all, you can (and have) provide customization of the JETPCL product when the solution to our app is beyond JETPCL's original design.

In closing, keep up the good work, my IT staff will be watching.

Thank you.

Sincerely,

NancyAnn Akeson

NancyAnn Akeson
President