



ADVANTAGE CONCEPTS

November 12, 2002

Infoserve Media,LLC

Dear Alan:

I wanted to take the time to write you a few lines for all your wonderful help on creating my website.

As a "computer dummy" I had no idea how to do this on my own. Your help with grammar and cutting off my chatter on content was also greatly appreciated. I tend to run on and on with my sentences and say a lot of stuff that really isn't necessary.

I have to also praise you on the time frame in which you finished it. I needed yesterday when I called you and after I got the content to you, you got right on it and I was up and running. Not to mention all the changes that I have made since the start have also been handled quickly.

I have had wonderful comments from my customers about my website at how professional it looks and the colors are great because they do not scream at you like so many sites do.

As a new start up company your Image is everything. You did a superb job and I can't thank you enough. Feel free to use me as a reference anytime written or verbal. Warn them if they want verbal expect to listen to my chatter as I do intend to go on and on especially when it will be about praising you because I do not know what I would do without this site. It saves me so much time when prospects want more information I can just refer them to my site and save not only time but valuable dollars from faxing or mailing the information. Many Thanks to you and Best wishes in your business.

Sincerely,

Carrie Darnell
Owner

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