

March 4, 2004

Rick Cortez, President/CEO
MCA Communications
525 Northville
Houston, Texas 77037

Telecommunications Cable Relocation

Dear Mr. Cortez:

I want to take this opportunity to thank you for the professional and safe service that was provided to Stephen F. Austin State University. This change over to a new phone switch and plant cabling was a bit stressful for us since this had not been done since 1987. Mr. Bruce Reeves and his staff enabled us to provide new phone service to our customers 3 days ahead of his schedule. All of my questions were answered and if any additional cost might occur I would be informed prior to issue. Mr. Reeves has completed additional work on other small projects on campus since this change over without incident. Three words sum up the work performed at SFA - knowledge, professional and pride.

Thank you for taking the time and efforts to be interested in our projects here at Stephen F. Austin State University.

Sincerely,

A handwritten signature in black ink, appearing to read "Bruce A. Lanham". The signature is stylized with a large, circular flourish at the end.

Bruce A. Lanham
Manager of Construction Services