



Carpenter Realtors®

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October 5, 2006

Amy O'Dair, Business Development Manager
Discovery Consulting, Inc.
120 E. Market Street, Suite 1100
Indianapolis, IN 46204

Dear Amy:

As per our recent phone conversation, I want to formally express our appreciation for what has now been a 3-year mutually beneficial relationship with Discovery Consulting. Carpenter Realtors® operates 28 residential real estate sales offices serving 20 different communities throughout Indiana. Our telecommunication service costs have become more difficult to administrate in recent years because of the number of bills we receive, and the fact we have complex multi-year contracts for local, long distance, and internet access services.

Prior to our association with Discovery Consulting, we didn't see a need for help with administrating these costs, and we believed our vendors generally billed us correctly in accordance with our contract terms. However, three years ago, we found out differently! At that time, your staff audited all of our bills relative to our contracts and found a number of discrepancies. This process resulted in our receiving several thousands of dollars in retroactive refunds and also realizing significant ongoing cost savings too.


Recently, when we renewed two major contracts, we utilized Discovery Consulting to help assure us the contract billings were properly implemented. Once again, value was demonstrated to us by your helping to resolve billing errors that occurred the very first month resulting from incorrect data entry in the vendor billing systems. We could have attempted to correct all the mistakes ourselves had we wanted to invest the time and effort, but I'm convinced it was a good decision on our part to hire Discovery Consulting. They got the job done right the first time and we're very pleased with the results!

It was disconcerting to find out we had significant billing errors with well-established vendors we've done business with for 30 years or more, but I don't believe over billing is an intentional strategy on their part. In their defense, the regulatory rules which define the billing models vary greatly from customer to customer. Combine that with the loss of many of their most experienced administrative workers due to corporate mergers/downsizing and there's great potential for error. In my opinion, these conditions in the telecommunications industry today are what have created a niche for companies like Discovery Consulting.

While we are a relatively large company, I think any firm can benefit from a relationship with Discovery. From my perspective, the best part is you don't get paid unless you perform by reducing customer costs. So, there's nothing to lose by letting you demonstrate what you can do. I highly recommend Discovery Consulting to any company concerned about not overpaying for their telecommunication services!

Sincerely,

Carpenter Realtors®



John Asbury, Vice President/Controller