



# INDIANA BUSINESS COLLEGE

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November 19, 2001

To Whom It May Concern:

The purpose of this letter is to outline the superior work done for our organization by Discovery Consulting Incorporated.

This summer we engaged Discovery Consulting to perform a complete review of all telecommunication services used by Indiana Business College. This included, local service, long distance and data traffic through Frame Relay at our eleven Indiana locations.

Several years ago, we had a similar review done by another company. This previous history gives us a basis of comparison for the Discovery Consulting engagement. Our experience with Discovery is far superior than was with the previous company.

All of our contacts with the staff at Discovery have been met with professionalism and courtesy. Our experience has been that the process followed by Discovery Consulting has been complete and with a very small investment of time by my staff or me. One of the differences found from our previous consultant is that Discovery has done an exceptional job in keeping us informed of both progress and accomplishments.

At this point the company has achieved for us a savings of nearly 15 percent of our annual expenditures. Most of these, we could not have located even if our time permitted a close review of all of carriers' monthly invoices. We feel that the strong knowledge of tariffs that Discovery's personnel has allowed for this savings to be achieved.

In fact, our experience has been so positive that we have elected to enter into a three-year monthly maintenance agreement to continue their services.

Our experience with Discovery Consulting Incorporated allows me to heartily recommend their services.

Sincerely,

M. L. Skaggs  
Business Manager