



October 15, 2002


To Whom it May Concern:

This letter is to commend the staff of Discovery Consulting on their exemplary work in reviewing our telecommunication expenditures. I was initially skeptical of the value that such an exercise would deliver to my bottom line, but decided to move forward due to the successful engagements that Discovery had with other Remax Realtors. The recovered revenue that was obtained on my behalf was extremely significant to my overall telecommunication expense.

More importantly I was able to benefit from the efforts of Discovery with very minimal time investment on my part, and in a very short period of time. Discovery further enhanced the value for me in this process with easy to read reports, carbon copying me on correspondence with vendors, and face-to-face dialogue. I definitely feel that the project was a success and could not have been accomplished if not for the tremendous experience and professionalism of the entire Discovery staff.

Overall, I would recommend the services of Discovery Consulting even to those who strongly believe that their telecommunication expense is being accounted for and are pleased with their current rates.

Sincerely,



Paul Caldwell, CRB
Broker/Owner
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