

Sonitrol Communications Corp.

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April 24, 1997

Mr. Terry Buono
Cable System
500 Washington Ave.
North Haven, CT 06473

Dear Terry,

At a recent Anixter meeting that Richard Moody had arranged I had the opportunity to meet Mike Defusco.

Mike shared with me the news about the letters you have received from the State of Connecticut regarding the quality of his work. I asked him to fax me copies so I could read them myself. Please thank him for sending them off so promptly.

I'm writing to personally tell you how pleased I am with the quality of the work your staff performs as subcontractor on our cable installation jobs.

I know that sometimes the circumstances in which we work with various state agencies can be challenging. It's great to see a technical employee complemented for his customer service skills.

On behalf of Richard Moody and myself, I just wanted you to know how much we appreciate the customer service attitude your staff displays working on our installations.

Thanks Again!

Sincerely,



Gary E. LaPlant
Executive Vice President

copy: Richard Moody, State Project Manager