



January 2, 2003

Mr. Arthur Bourque III, President
Surveillance Specialties, Ltd.
85 Flagship Drive
North Andover, MA 01845

Dear Arthur:

I would like to take this opportunity to break from the ranks and reverse the roles of the traditional vendor/client relationship. As I sit in my office and look at the holiday greeting cards on my door, I notice a common theme; i.e. service providers thanking me for my business. I notice that your card is different.....you don't say that. However, I am sure it is clear to every one of your customers that you don't have to say it in writing once a year at holiday time. You and your team say it everyday in your performance.

For more than three years, SURV has provided EMC and me with the highest quality of work and best customer service I have experienced in my twenty-one years in the business. Thinking back to when you were awarded your first job with EMC until the present, there has not been a single time that you have let EMC or me down. During that time, you have converted twenty-five (25) buildings for EMC as well as installing integrated security systems in eleven (11) new buildings as well as various other remodel and construction projects. Over 700 readers, a few hundred cameras and dozens of digital video recorders have been installed on time and at the cost you quoted. Most importantly, this was all done seamlessly with no interruption to our business.

While many system integrators sell and install the same products, your customer service has been the clear differentiator in this business. Clients can be a bit on the unreasonable side, and I am sure I have crossed that line from time to time. Despite my demands, you and your staff have stepped up and said...."no problem". You have consistently exceeded our expectations and high standards through hard work, attention to detail and your willingness to do whatever it takes. As recently as December 30th, you bailed us out by helping a system integrator in Colorado who was working on an EMC project. I have since learned that you personally drove some parts to UPS that evening for overnight delivery. From a business standpoint, SURV gained nothing. However, this is just another typical example of the partnership I feel we have forged and another reason why I am so appreciative.

There is no doubt that SURV has helped EMC, my security team and me to achieve our goals. I am looking forward to continuing our relationship and collaborating with SURV on future projects.

So at this time, let me say thank you to the entire SURV team and to you.

Keep up the great work.