



October 7, 2004

Mr. Mark Swann
Northsoft Systems
P.O. Box 5237
Huntsville, Ontario P1H 2K6

Dear Mark:

We would like to take the time to thank you for all your assistance with the computer conversion we undertook this year. The conversion from our DOS based program was seamless. The degree of professionalism by yourself and staff made everything go smoothly and on time with a minimal disruption to our staff and guests.

The support and repeat visits to Collingwood displayed a genuine concern on your part and made us feel that no problem was too small for us to contact you and have it corrected. You fielding a telephone call from our Night Auditor at 4:00 AM showed this.

We would also like to recognize Andrew Dunowski for helping us with all our hardware requirements and making sure that we were running on the straight and narrow. His level of telephone support is outstanding.

If you require a reference from us please give us a call.

Yours Truly
MOUNTAIN SPRINGS LODGE

A handwritten signature in blue ink, appearing to read "D. Cubitt", is written over a light blue horizontal line.

David Cubitt
Controller