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June 2, 2003

Mr. David C Ness  
Matrix Communications  
4243 SE International Way Suite C  
Portland OR 97222

Dear David,

I am writing this letter to thank Matrix for your support during our recent purchase of a new system and move and to our new facility. I had the pleasure of working with a number of Matrix employees these past months including Raelene, Maury, Carol, Kevin and Laura. The best compliment I can pay your entire team is to say that this is the smoothest major move I have seen and I have been through about a dozen such moves in my 10 years with Milgard. Matrix and your business partners had a major role in making sure the voice and data infrastructure were in place and working in a very tight timeframe. We had many delays and changes on our end which made your task even more difficult. Your team was always courteous and responsive regardless of the nature of the challenge. Laura, Kevin and Carol were right there with us on Friday night which was very reassuring. Raelene provided continuity from the initial presentations through the final move despite the departure of some key Milgard people during the process.

Please convey our thanks to these dedicated employees.

Sincerely,

Richard Venne  
Corporate Director of Information Technology  
Milgard Manufacturing

Copy: Gary Gessel, George Lorance