

February 6, 2001

Thoughtful Systems, Inc.
Attn: Martin Mcnack
3030 Emmons Ave.
Suite 1A
Brooklyn, NY 11235

Dear Martin:

We want to thank you for your excellent software updates that we recently received. This package merged smoothly with our previous version of the Cleaning Manager that we had used successfully for the past 12 years.

Special thanks should also go to Murray for our special customizations that we wanted. Murray has been great helping us for many years with our growing use of computers. When our previous systems crashed, no one was able to figure out the cure except Murray. Because of Murray's insistence of proper safeguards, our past computer woes were fixed over the telephone or the Internet. We had a severe problem last year caused by an improper installation of another software product. Another "consultant", who is retained by many major corporations, was completely baffled. For Murray, it was a piece of cake. He had our system fixed in no time at all.

We are very pleased to be associated with your company, and we look forward to future innovations.

Sincerely,

MAINTENANCE SERVICE INDUSTRIES, INC.



Howell P. Schechter
President



MEMBERS

