

Network Mapping Associates, Inc. (NMA) thanks you for the opportunity to perform our Telecom Expense Analysis service known as the TeleMap™ Process for your organization. Our business has grown because of quality customer service and the ongoing support we receive from our clients. Now that we have completed, or are in the process of completing your telecom analysis, we would like to gain a better understanding of your experience with our organization.

We would greatly appreciate having the below survey completed and faxed to **631.256.9172** so we can continue to improve upon our process and thereby strengthen our business going forward.

Thank you for your cooperation.

Carolyn M. Tolin  
COO and Co-Founder

Statement	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	N/A
Overall, I am very satisfied with the way NMA performed (is performing) the Telecom Analysis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NMA's service representatives are well trained and adhere to professional standards of conduct.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NMA's service representatives have acted in our best interest.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement	Better, Based on performance	About the Same	Worse, Based on performance	Not Sure
Compared to how you felt about NMA before this analysis, what would you say is the likelihood of completing another project with NMA?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement	An exceptional value, worth more than you paid for it	A good value, worth about what you paid for it	A poor value	Not Sure
Considering the overall value of the analysis, was it:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the past, has your organization engaged a firm to perform a telecom analysis? If yes, what were the results (comments and dollars) and how does NMA differ?

NMA STAYED FOCUSED ON EXISTING VENDORS & VALUE. PREVIOUS EXPERIENCE DIRECTED AWAY FROM EXISTING VENDORS. PREVIOUS EXPERIENCE #2 FOUND NO RECOMMENDATIONS.

Comments, Suggestions, or Quotes:

- Can we share and/or publish this survey online?  Yes  No  
 Can you serve as a reference for NMA?  Yes  No  
 Can we contact you regarding a testimonial?  Yes  No

Thank you for completing our survey.

Company Name DIXON VALVE & COUPLING Your Name JAMES M<sup>C</sup> COLIGAN  
 Title ASSISTANT TREASURER / ACCOUNTING MANAGER Date 1/18/06