



June 5, 2009

John Montecalvo
Mike Tierney
Pivotal Choice
2172 Elmwood Avenue
Warwick, RI 02888

Dear John and Mike,

This weekend Lynn and I are traveling to Erie, PA. We're going there to hire our 11th Bike-On Associate. As we prepare for the visit with Ken in Erie, we are reminded of how our business has grown in these past couple of years, and how both of you are 'pivotal' in our expansion. We want to say Thank You!

We could not do what we have done without this telephone system and without the patience and understanding and guidance of Pivotal Choice. You have been by our side now for some years. You shared our vision of where we wanted to be, and shined a light on the path so that we could find our way. I know that in the early years we pressed you for solutions that didn't yet exist, but you hung in there with us and guided us towards our future.

Although our business is an internet based business, we do it in a personal way, and that requires much direct communication with our client base. Rarely do we make a sale without chatting with our customer first. Our Allworx telephone system has been an incredible asset to our business and paramount to our success – both in terms of communicating with our customer, but also in allowing us to bring together the best talent we can 'under one virtual roof'.

Our Associates work from their homes which are scattered around the USA. We have brought together a wonderfully talented staff including a Physical Therapist, a Recreational Therapist, a Nurse, a Paralympian Handcycle Racer, a Custom Wheel Builder, cycling enthusiasts, Office Administrators, and me and Lynn – the wizards behind the curtain orchestrating it all.

Thank you for being a big part of our success.

Sincerely,

Scott & Lynn Pellett