



**Florida  
Ribbon  
Company & Recycling, Inc.**

Date: May 25<sup>th</sup>, 2000

To: International Electronic Tracking, Inc.  
From: FRC Imaging Solution, Inc

Subject: Letter of reference

FRC Imaging Solutions has been offering Cost Per Copy (CPC) for the past three years and as of today we have over two thousands laser printers under CPC contract.

It would have been impossible to maintain that number of units without the aid of the DataConnection System. Plus we only had to hire one extra Technician to cover the service.

Our Customs really love having the DC system on their printers because:

1. If they have a problem with their printers all they have to do is press a little red button and we are alerted within a minute and we will call them back within five minutes after the alarm goes off.
2. They don't have to supply or mess with the toner cartridges because we are alerted by the DataConnection System when the toner is starting to get low toner... even before the low toner light comes on.
3. They never have to be bothered with collecting our meter readings for us.

The great thing for me is that, when the monthly billing cycle comes due, all I have to do is transfer all that month's data from the Center Procedure Unit over to our accounting software package. It transfers all of the CPC counts that have accumulated for the month and prints out the billing invoice.

We anticipate, over the next eighteen months, to double our CPC contracts without increasing our office staff.

Thanks for giving FRC Imaging Solution the opportunity to use your DataConnection System.

Thanks,  
Kathy T.  
President