



December 17<sup>th</sup> 2001

Mr. Sebastien Carpentier  
Contek Inc.  
1400 Marie Victorin  
St-Bruno, QC  
J3V 6B9

Sebastien,

We would like to express our total and complete satisfaction with LABsys, and the team behind it with whom we have been working closely with since August of this year.

The quality of the service and technical support has been unsurpassed. In fact, it is above and beyond the norm with which we were accustomed too with other software suppliers. We have been pleasantly surprised with the efficiency of the team, and the extent to which they will go to ensure complete satisfaction with the application.

Best regards.

Louis Banville, eng  
Les Carriers Bob-Son  
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