

March 16, 2006

To Whom It May Concern:

I have had several occasions to work with Bill Houghton of Horizon Business Systems for projects for my company. Bill has routinely produced customer mailings for our collections and customer care teams over the past few years both consistently and cost-effectively. Due to the reputation he has for customer service in our organization, I contacted Bill when we needed to do a promotional mailing to both our customers and prospects with an extremely aggressive deadline.

These projects required on two occasions, less than four days for creative, printing and mailing almost 2 million pieces. The project and schedules were extremely demanding and other vendors could not even come close to delivering what we were asking.

However, Bill and his team at Horizon Business Systems:

- Were extremely responsive in providing us with the resources necessary to meet our extremely aggressive deadline.
- Lined up graphic design, printing and mailing resources working through a holiday weekend to ensure the projects' success.
- Personally flew to Arizona to guarantee on-time delivery of our materials for printing and mailing.
- Worked directly with the list vendor to ensure file compatibility and processing.

The customer service, competence and cost-effectiveness that Bill and his team provide are unparalleled with any other vendor we have utilized. I would highly recommend Bill and his team at Horizon Business Systems and would be happy to walk through any specific questions about his company's performance.

Sincerely,

  
Jessica G. Newman  
Director of Customer Operations  
Nextel Partners, Inc