

January 18, 2008

Mr. David Cantliffe
BottomLine Advantage LLC
368 South McCaslin Boulevard,
Suite 355
Louisville, Colorado 80027-9432

Dear David:

I am writing to share some of my thoughts with you regarding our recent project with BottomLine Advantage.

Although I was not familiar with your cost reduction service in the copy, print and fax industry, I did like the "contingent" business model that you use. You provided several reference letters from well known companies during our first meeting as a concept proof source. More important to me was that if you did not deliver verifiable hard dollar savings that I reviewed and approved, there would be no cost for your services. You also stated that we would remain in total control of all vendor choice decisions.

After providing you with some high level current cost information, you gave us an estimate of the hard dollar savings that your project would return to our bottom line. We were happy with several of our vendors, but I was curious if you could really deliver the several hundred thousand hard dollar savings you estimated. I am happy to say that you exceeded your estimate.

During our initial meeting, you also mentioned that in concert with the hard dollar savings that would be delivered by your process; you would also provide a written Service Level Agreement (SLA). You explained that the SLA would enhance the service performance of our chosen vendor and give us enforceable remedies in the event of vendor non-performance. Once again, I am happy to report that you delivered on that promise as well.

Another aspect of the project that I should mention is the time commitment required of me. As you know, you worked with our facilities manager during most of the project which allowed me to minimize my time involvement with the project.

The project also allowed us to further reduce the number of vendors that are serving our copy, print and fax needs. We know this will

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simplify vendor management and provide additional labor savings that are not measured in your project results.

It seems that your initial claim of using "insider" industry experience to deliver significant hard dollar savings while simultaneously enhancing the service performance of our chosen vendor is correct. We made all the vendor decisions, lowered our costs, and have an enhanced level of service support, with real "teeth".

I would recommend to your potential clients that they complete their "due diligence" on BottomLine Advantage and your process. I feel certain they will be pleased they did.

Sincerely,



Donald L. Thunte
Senior Vice President/Treasurer

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