



Friday, July 1, 2005

To: Szar Communications, LLC
5969 Summerhill Drive
Hudsonville, Michigan 49426

From: TechTeam Global
27335 West 11 Mile Road
Southfield, Michigan 48034

To whom it may concern;

TechTeam is a global market leader for outsourced, multilingual help desk services and value added, specialized IT solutions deployed through a proven single point of contact (SPOC) delivery model.

Szar Communications started a relationship with TechTeam Global as of August 2002. Szar Communications has worked with us by reviewing bills, writing executive briefing or recommendations, training our staff in basic telephony, writing RFP, going through the interview process of the carriers, participating in quarterly reviews with our incumbent carrier, and working through some recent acquisitions of a few new companies.

TechTeam Global and the partnership with Szar Communications over the past three years has yielded an overall reduction of telecom cost by \$200,000, even though we added some better services to assist our efficiencies to grow our business model.

Szar Communications has been a valued resource to our executives and staff. This is a resource we feel has the expertise to guide us to make good sound business decisions. We feel we have an additional employee on staff that only comes around a few times a quarter. The relationship with Szar Communications is an additional resource we value.

I would recommend this consultative approach from Szar Communications to anyone in business.

Sincerely,

A handwritten signature in blue ink that reads "Daniel Chapiewski".

Dan Chapiewski
IT Services Manager
TechTeam Global