



petsincredible™

www.PetsIncredible.com • 1-866-364-7383 • 405 S. Pinellas Ave. • Tarpon Springs, FL 34689

January 28, 2006

Kevin Cassidy
Business Telecom Advisors Inc
1405 Water View Drive West
Largo, Florida 33771

Dear Kevin –

Talk about getting things done and getting them done right. Kevin and the staff at Business Telecom Advisors really came through for my company. A Verizon representative took me down the little, yellow brick road signing our company up for a "Custo-Pak" contract with the promise of both savings and service. Well, not just once, but twice, Verizon broke that promise not even halfway through the two-year contract I signed. As you could imagine, I was very frustrated.

"BTA" got me out of my contract and made sure I got the best rate, best service with the best provider. When I received my new bill, I read it and was pleased. The savings were exactly what you told me they would be and now I don't spend time worrying if there is something better out there because I know there isn't. You have been up-front with me from the very beginning and I know that you are always looking out for our best interests.

Again, thanks for all your integrity and hard work.

Sincerely,

John Joseph
Vice President
PetsIncredible