

Alex Nelson
February 3, 2003
Page 2

Similarly, the contributed services provided by Nelson Service Group to the George H. Carroll Lion Habitat exceeded our expectations and allowed us to complete this important project at no cost to the University.

I am optimistic that the University of North Alabama and Nelson Service Group will have opportunities to work together on a number of projects in the future. Please be assured that you have my full permission and authorization to share the contents of this letter with perspective clients and/or any other parties that may benefit by this information. Further, it would be my pleasure to speak with any perspective clients as to my assessment of the work performed by Nelson Service Group and its associated capabilities.

Once again, thank you for the outstanding service Nelson Service Group has provided to the University of North Alabama over the many years.

Best regards,

A handwritten signature in cursive script, appearing to read "G. Daniel Howard".

G. Daniel Howard, Ph.D.
Vice President for University Advancement
and Administration

GDH/bt