



Comcast Cable Communications, Inc.  
339 Baltimore Road  
Shippensburg, PA 17257  
Tel: 717.960.3100  
Fax: 717.960.3101

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Dear Mr. Diller,

I am writing this letter to thank you and all the folks at StediWatt for all your help with resolving some serious power surge issues at our new facility in Shippensburg, PA.

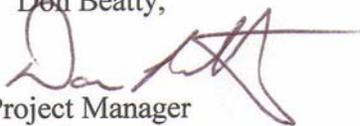
Within 2 months of completing this facility we lost several very expensive pieces of equipment due to commercial power surges or direct lightning strikes. One of these pieces of equipment happened to be a \$40,000.00 Nortel Phone Switch that caused a loss of phone communications from our Technical Operations Center for almost 16 hours. Another incident was the loss of a \$7,000.00 circuit board in a UPS unit at a retransmission hub site, which caused a loss of Cable TV service to 20,000 customers.

Within days of contacting your company about the problems we were experiencing, your company sent two very knowledgeable engineers to our site to survey our facility. Your engineers found that while our facilities had surge protection, it was either inadequate or improperly installed. Within days StediWatt had engineered a solution for our problem.

After realizing the professionalism of your company and the quality of your product we then decided to install your equipment in four more of our facilities. These facilities are retransmission or tower sites that house millions of dollars of sensitive electronics and serve over 60,000 customers. Throughout this entire project your engineers were available for technical support and in fact did a follow-up inspection to ensure that all your equipment was installed properly.

It has now been over 2 years since installing your equipment and I'm pleased to say we have had no loss of equipment or power surge related problems of any kind. While the cost savings from not losing expensive equipment is readily apparent we cannot begin to know what monies are saved from keeping customers on-line and satisfied.

My experience with your staff and StediWatt as a whole has been a very positive and in fact enjoyable experience. Thanks again and best wishes for your future.

Don Beatty,  
  
Project Manager  
Comcast