

JOHN AND BETTY DURHAM

Big Island, Virginia 24526

December 1, 2006

Randy Cribb
Audio Advice
8621-117 Glenwood Avenue
Raleigh, North Carolina 27617

Dear Randy,

I was sorry to miss you on my brief swing by Audio Advice recently. As you will perhaps have learned, Betty and I had to journey on short notice to South Carolina for a funeral, and we stopped by *en route* to have your tech experts check my work on the Sumiko installation.

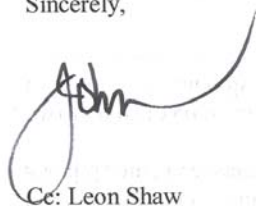
Steve Jetter and Calvin Cole gave me their full and expert attention, checked my work and did some necessary tweaking of their own, and had us on our way in short order.

I write now to commend to you and Leon the professionalism and kindness of Steve and Calvin. They not only took care of my problem promptly, but also went out of their way to explain to me some technicalities I would otherwise have missed altogether. They are both sterling assets to Audio Advice, and I would me remiss not to tell you and Leon that you are indeed fortunate to have them on your team.

We got the Thorens and the new cartridge home without mishap, though I have not yet had an opportunity to try it out, as we were away almost immediately for a lengthy visit with friends in La Jolla for the holidays. I will give you a performance report in due course.

In the meantime give Steve and Calvin warm praise, or better yet, a raise.

Sincerely,



Cc: Leon Shaw



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