



GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. LOTTERY AND CHARITABLE GAMES CONTROL BOARD
2101 MARTIN LUTHER KING, JR. AVENUE, S.E., 5TH FLOOR
WASHINGTON, D.C. 20020-5731



February 23, 2010

To Whom It May Concern:

Re: Commendation – MS Technologies Corporation

The purpose of this letter is to formally and publicly commend MS Technologies for the excellent service they have provided to DC Lottery and Charitable Games Control Board (DCLB) since 1996. The level of service that MS Technologies extends to DCLB is far beyond our expectations.

This high level of service has evolved over the past 14 years to include:

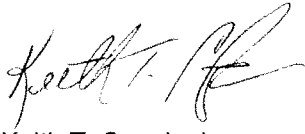
- The Innovative Interactive Voice Response (IVR) system and redundant winning number data base architecture; which have consistently maintained a Service Level Agreement of 99.99% up-time, with a call volume of approximately 5.5 to 6 Million calls per year.
- The Web Application used to update both the IVR and DCLottery.com.
- The Web XML Interface services to automatically update DCLottery.com.
- The SMS Text Messages to mobile devices.
- The Marketing messages added to the SMS Text messages.

Moreover, I have been so impressed by the technical development, support and maintenance provided by the MS Technologies team throughout the years. In an era where exceptional customer service excellence has virtually disappeared from our industry, the work that MS Technologies team has done thus far should be held up as an example for others to try to emulate.

What particularly impressed me about the level of service provided by MS Technologies evolved around DCLB decision to launch winning number information via SMS Text Messages to mobile devices; although the project experienced early delay's due to circumstances beyond their control MS Technologies staff was extremely efficient in delivering the final solution even though there were no additional financial rewards involved. It appears that it was simply the team's extraordinary commitment to excellence in customer service that motivated them to always go the extra mile.

In closing, I believe that MS Technologies truly deserve to be congratulated and rewarded for providing excellent service and support well beyond the expectations of DCLB on the IVR, XML Support, Web Application, SMS Text Messages and Mobile Marketing.

Very sincerely,

A handwritten signature in black ink, appearing to read "Keith T. Cunningham". The signature is fluid and cursive, with a large initial "K" and "C".

Keith T. Cunningham
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