



Network Mapping Associates, Inc. (NMA) thanks you for the opportunity to perform our Telecom Expense Analysis, service known as the TeleMap™ Process for your organization. Our business has grown because of quality customer service and the support from our clients. Now that we have completed, or are in the process of completing the analysis, we would like to gain a better understanding of your experience with our organization.

We would greatly appreciate having the below survey completed and faxed to 631.256.9172 so we can improve and continue to strengthen our business.

Thank you for your cooperation.

Carlyn M. Tolin
 Carlyn M. Tolin
 COO and Co-Founder

Statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	N/A
Overall, I am very satisfied with the way NMA performed (is performing) the Telecom Analysis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NMA's service representatives are well trained and adhere to professional standards of conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NMA's service representatives act in by best interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Statement	Better, Based on performance	About the Same	Worse, Based on performance	Not Sure
Compared to how you felt about NMA before this analysis, what would you say is the likelihood of completing another project with NMA?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement	An exceptional value, worth more than you paid for it	A good value, worth about what you paid for it	A poor value	Not Sure
Considering the overall value of the analysis, was it:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the past has your organization engaged a firm to perform a telecom analysis? If yes, what were the results (comments and dollars) and how does NMA differ?

A SIMILAR REVIEW WAS DONE APPROX. 3 YEARS AGO. NMA WAS EXCELLENT TO WORK WITH AND WAS EXTREMELY KNOWLEDGEABLE IN ALL AREAS OF THE TELECOMMUNICATIONS ENVIRONMENT.

Comments, Suggestions, or Quotes:

- Can we share and/or publish this survey online? Yes No
- Can you serve as a reference for NMA? Yes No
- Can we contact you regarding a testimonial? Yes No

Thank you for completing our survey.

Company Name Monongahela Valley Hosp.
 Title VP/CONTROL DIR

Your Name Lawrence J. Runnels
 Date 11-10-05