



Sprint PCS

Prospect Place, 3rd Floor
230 Third Avenue
Waltham, Massachusetts 02154

Telephone: 617 370 2000
Fax: 617 370 2012

June 17, 1997

Ms. Susan Wagner
Microsoft Corp.
Real Estate and Construction
Building 100
15305 40th Ave.
Redmond, WA 98052-6399

Dear Ms. Wagner:

I am writing to you to share my positive experience and overall satisfaction in working with R.C. Griffin, Inc. throughout the build out of the Sprint PCS Field Operations Office at Prospect Place. I am a sales manager for Sprint PCS New England and was given the final responsibility of acting as liaison between the General Contractor and our Facilities managers in Kansas City. The build out of our office space was handled quickly and efficiently and at all times I was treated as though I were Griffin's "number one" customer.

The R.C. Griffin employees, contractors and management were a pleasure to work with. On more than one occasion they were faced with changes in our original plans that caused delays due to corporate approvals and re-designs. They were extremely flexible in scheduling contractors and made all efforts to assure that the space was ready for our incoming staff. I was also impressed and relieved by their continued support after we had moved into the space. Any issues that I had were handled expeditiously, from installing additional electrical outlets to the actual re-design and construction of our mail/copier room. I feel that if I had an issue today, nearly 6 months later, I could call and they would have a person here within a day to resolve it.

R.C. Griffin made my first attempt at putting an office together a pleasure and I would highly recommend them to any company looking for a first rate, professional and customer oriented contractor as I would call them today if Sprint PCS were looking to have any further work performed.

Sincerely,

A handwritten signature in black ink, appearing to read "John F. Moulison".

John F. Moulison
Sales Manager
Sprint PCS New England