

# ALIDE PLANT SERVICES LTD.

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To whom it may concern

14 February 2006

I have no hesitation in recommending the services of Grapevine.

Grapevine has managed our mobile phone accounts since 2003 and their customer service has been exemplary throughout this time. This highlights something that's important to us – long term commitment and personal service. We deal with the team in Bath and always speak to the same people who fully understand our account and requirements.

With over 20 mobile phones, Blackberries for mobile email and Mobile Connect Cards for mobile Internet, we are communicating effectively with those who are important to our business. The "free calls" feature of our 'Sharetime' tariff between office lines and company mobiles is another highlight. With two depots in Bristol and Bath, along with a number of mobile workers, it important for everyone to be in contact and Grapevine allows this to happen.

Grapevine's 'added value' service and pro-activity means that Alide Plant Services Ltd has access to the latest technology. This isn't technology for technologies sake, but practical and cost effective tools for our business.

I look forward to the partnership between our companies continuing for the foreseeable future.

Yours sincerely,



Gareth Hayward  
Managing Director  
Alide Plant Services Ltd