

ACCEL PARTNERS

PALO ALTO LONDON

June 20, 2002

Dan Franz
The Franz Group
27 Simms Street
San Rafael, CA 94901

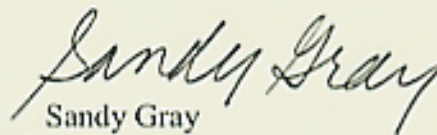
Dear Dan:

I am writing to express my sincere appreciation to your company for all the wonderful service and furnishings you have provided to Accel Partners. We have done a lot of business over the past year and during that time I have been so pleased with the furnishings your company has provided to us. The last phase we just completed was the installation of our new reception area and it is magnificent! Our partners are often difficult to please and we got rave reviews for this project.

It's not just the finished product that makes your organization shine; it's the people who make it all happen. Obviously, if it were not for Bob none of this would happen. Bob is a person of extraordinary talents, enthusiasm and vision. Not only do I personally enjoy working with Bob, he is driven by his desire to please. He is unsurpassed in his customer care. Nothing stops him from making something "right" for the customer. That's why we keep coming back to Franz for our furniture needs. It is the all-around attention to customer service that sets the Franz Group apart from any other vendor. In addition, whenever I have called Matt or Myron or Jennifer I have received the same sense of care and assistance from them. It says a lot to be able to work with others in an organization and feel like you're someone special.

Thank you for the opportunity to work with the Franz Group. I know that we'll continue to do so in the future and I look forward to that time. Best wishes.

Sincerely,



Sandy Gray
Office Manager