

December 15, 2005

Re: LAN Communications - Lynn Novitsky

To Whom It May Concern:

This letters serves as a 100% endorsement for LAN Communications and Lynn Novitsky. Lynn has worked with Big O Tires corporate offices for over 15 years. I personally have worked with her for at least 8 of those years.

In my role as the Telecommunications Manager for Big O, Lynn helped me decrease overall monthly expenses and keep them down. Some of the projects she has assisted and provided valuable collaboration were in relocation of telecommunications equipment, purchase and installation of telecommunications equipment, selection of vendors, upgrades and improvements for Big O's call center, price/buyout negotiations on a net present value lease of equipment and negotiation of contracts. In addition, she has helped many of our franchisees when difficult situations presented themselves, as phone companies can sometimes be their worst enemy when it comes to fixing something that should be easy.

Her knowledge of the telecommunications industry and its workings are invaluable. Lynn's expertise in the field have repeatedly saved our company money through the recommendation of solutions that, even as a Telecommunications Manger, I did not think of or was not even aware were possible. She has been of great assistance in her knowledge of telecommunication vendors - she has a network of working relationships with vendors, knows their staff and technicians and knows which vendors offer the best pricing. She understands the knowledge base of the various vendors and has been able to provide a fit for all our telecommunication needs.

Sincerely,



Beth R. Hayne  
Telecommunications Manager

*Our Mission:*

---

To be the #1 Tire Retailer In North America

*How We Get There:*

---

Exceptional Customer Service • Dealer Profitability • Growth • Brand