

From FastEST, Inc.

Thanks to all who responded to our most recent customer survey. We hope we can put to good use the feedback we have received from the results. The results and many of the comments will help us as we strive to improve our products and our service. (You should have received your flash drive by now for participating in the survey. Call us if this is not the case.)

The introduction of the new Customer Portal at our Website will hopefully give you more direct access to our current versions of FastPIPE and FastDUCT, as well as the most recent database updates. We also have posted pdf files of the current manuals and other useful tools and utilities.

Our intent is to continue to mail program upgrades and database updates at least quarterly. We will use the Customer Portal for intermediate updates and news.

The Customer Portal also includes a link to make Suggestion. Those suggestions are e-mailed straight to me.

If you currently do not have access to the portal, send an e-mail to mark.oxler@fastest-inc.com and we will add you to the list. Call us if you have any questions or comments.

Thank you,



Mark Oxler, President
FastEST, Inc.

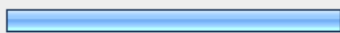


Survey Results Illustrate Customer Satisfaction

Last November, FastEST sent out an invite to their customers, asking for their feedback in the form of a customer survey. With the chance of winning a 32" HD TV as an incentive, over 40 percent of our customers responded by completing the survey. (Congratulations to Dale Zager of Zager Plumbing in Deerfield Beach, FL, who was the winner of the grand prize.)

From the responses we received, we found out that most of our survey respondents are highly satisfied with their FastPIPE and FastDUCT programs. Based on survey results, over 97% of surveyed FastPIPE users and over 94% of surveyed FastDUCT users described their overall satisfaction as "excellent" or "good."

Some users also added comments to their survey. Several customers commented that FastPIPE and FastDUCT are the most "user-friendly" and "easy-to-learn" estimating programs on the market today. One customer stated that FastPIPE has "tripled his production as an estimator," while another said that his company "has expanded tenfold due to the speed of this software."

Customer support is another area of the survey that resulted in favorable responses. Over 98% of FastPIPE users and over 96% of FastDUCT users surveyed rated our customer support as "excellent" or "good." Users commented on this support as well. Multiple customers remarked that FastPIPE and FastDUCT have "the best support they've ever received on a software program." Other comments included that FastEST has a "very responsive and knowledgeable staff" that is "always available to answer questions and work through any issues" that customers have.

6. How would you rate the customer support of FastPIPE Estimating Software?			
		Response Percent	Response Count
Excellent		84.8%	178
Good		13.3%	28
Fair		2.4%	5
Poor		0.0%	0
answered question			210
skipped question			14

FastPIPE Customer Support was rated Excellent or Good by over 98% of Responders

(more on back)

Survey Results (cont.)

Some other interesting information was gleaned from the survey as well. We inquired about what was most important to customers when choosing our program. There were three aspects that people considered most important. 96% of those surveyed said the program appearing user-friendly was very important. 85% said that the salesperson being knowledgeable was very important. And, 55% said that the affordable price was very important.

Survey results also showed that over half of our customers have used other computer estimating software. Overall satisfaction was even higher among this group.

7. What is the approximate annual volume of your company?			
		Response Percent	Response Count
Under \$1,000,000		7.2%	15
\$1,000,000-\$2,500,000		13.5%	28
\$2,500,000-\$5,000,000		21.6%	45
\$5,000,000-\$10,000,000		18.3%	38
\$10,000,000-\$20,000,000		17.8%	37
Over \$20,000,000		21.6%	45
		answered question	208
		skipped question	16

FastEST's Customers seem to be evenly spread among different sized companies.

New Customers

Absolute Plumbing
Flower Mound, TX

Air Ideal, Inc.
Chuluota, FL

Albertelli Construction
Jacksonville, FL

Applied Mechanical Resources
Virginia Beach, VA

Arrow Plumbing
Longview, TX

Bond Plumbing, Inc.
Lynnwood, WA

C & R Air Systems
Pickering, ON

Cobb Refrigeration & Air Conditioning
Bonner Springs, KS

Cold Craft, Inc.
Los Gatos, CA

Commercial Mechanical
Salt Lake City, UT

Concept Facility Services
Dallas, TX

Cypress Plumbing of SW Florida, Inc.
Ft. Myers, FL

D'Agostino Plumbing and Heating
Sutton, MA

Daniel Santiago Plumbing, Inc.
North Olmstead, OH

Darnell Plumbing
Montgomery, AL

Dennison Plumbing & Heating, Inc.
Frederick, MD

Don Amburgey's Plumbing
Mallie, KY

Dynamix Enginnering Ltd
Columbus, OH

F.W. Harris, Inc.
Lorton, VA

Fox Plumbing
Wichita, KS

Friendly Plumbing, Inc.
Sparks, NV

GDS Heating, AC, & Plumbing
Englewood, CO

GEW Mechanical, Inc.
Albuquerque, NM

GFDL Enterprise
Hazleton, PA

GMP Piping, Inc.
Littleton, MA

Harts All Service, Inc.
Somerdale, AL

Hopkins County Htg, Air & Electrical
Madisonville, KY

Insultech of Texas, Inc.
Arlington, TX

Jennings Service Co.
Demopolis, AL

Jensen's Plumbing & Heating
Woodstock, IL

Klimate Heating, Cooling & Sheet Metal
Shepherd, MT

Kyle Plumbing, Inc.
Deerfield Beach, FL

Lanham & Sons Mechanical, Inc.
Whiteland, IN

LexPro Mechanical, Inc.
Lexington, KY

Northwind Plumbing, Inc.
Saratoga Springs, UT

PJC Air Conditioning
Temple, TX

Plumbing Logic, Inc.
Nicholasville, KY

Prompt Plumbing Heating & A/C
Van Nuys, CA

Rhew Plumbing & Mechanical, Inc.
Temecula, CA

Rio Mechanical, Inc.
Harlingen, TX

Skyline Plumbing, Inc.
Chesapeake, VA

Soldiers Plumbing, Inc.
St. Louis, MO

Southbay Air Systems, LLC
Hauppauge, NY

Unique Plumbing
Conroe, TX

Westlake Plumbing Co., Inc.
Cabot, AR

Whelan Plumbing, Co.
Kerrville, TX

Wilmor and Sons Plumbing, Inc.
Sacramento, CA