



Charlottesville, November 9, 2009

Dear Phil,

On behalf of the Clifton team, I would hereby like to express our sincere gratitude with the service that you have been providing us in the past year.

Before you and your team took over our server and network maintenance, our computer systems were in desperate need of a major clean-up; server and computer crashes were occurring on a regular basis, which caused a lot of frustration amongst the team. I can honestly say that we have not experienced any server or computer malfunction since you and your colleagues have taken over. Problems are solved rapidly; calls are returned promptly. If, for some reason, you don't know the solution to a specific problem, you keep researching until you find the answer.

Phil, you and your team have provided us with exceptional service. It is without any reservation that we will recommend your services. We look forward to a long and fruitful collaboration between our two organizations.

With kind regards,

Brigitte Belanger
Director of Sales and Marketing
Clifton