



**Ferrell and Associates
Consulting, Inc.**

February 27, 2010

Phil Jaderborg
PJ Networks
1305B Seminole Trail
Charlottesville, VA 22911

Dear Phil,

Just a quick note to express Uma and I's thanks for getting us back up and running after our router recently failed. This is the third or fourth time you have rescued our small business network from one problem or another in very rapid fashion. We are very appreciative of your quick response and willingness to go the extra mile to keep us up and running.

As I have noted in the past, you are the fourth IT Support firm we have dealt with in the eleven years we have been in business. You are THE FIRST one who truly seems to know what you are doing. Your advice in setting up our new server, your help in minimizing our downtime when we moved office locations, and your recommendations on numerous software packages not to mention bringing us in contact with a host of other competent service providers have been invaluable.

Thank-you once again for your support. You make it possible for our two-person company to support aerospace companies around the world.

Best regards,

Tom Ferrell
President/Principal

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