



January 3, 2006

To Whom It May Concern:

This letter serves as a reference for Jeremy Whittaker and Mike Pfeiffer of N2 Network Solutions. I first met with Jeremy in February of 2005 after experiencing problems with our in-house network support person. These problems lead to her dismissal and left me with feelings of anxiety over finding a replacement I could trust. A peer recommended Jeremy Whittaker, whom she has known for several years and has a great deal of trust in.

Jeremy and Mike helped me out part time for the first month while I contemplated the decision to hire another in-house support person or go with an outside firm. I was impressed with their professionalism and knew that I could trust them. They assured me that one of them would always be available so I wouldn't experience any down time or the struggle of fixing the problem myself. I no longer have to worry about what to do if the system crashes while my administrator is on vacation.

Jeremy and Mike each have special abilities that seem to really complement each other, bringing to the table a complete set of talent. I would refer them to anyone without hesitation.

I am very satisfied with my decision to outsource my IT needs to N2 Network Solutions. The proactive maintenance and support via N2's 24/7 monitoring and maintenance plan has proven to be very beneficial increasing our network uptime and efficiency.

Please don't hesitate to call if you require further information.

Sincerely,

Elaine Clarke
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