



May 5, 2009

Matrix Networks
Attention: Bobbie Miller
4243 SE International Way, Suite C
Portland, OR 97222

RE: Customer Service

Dear Bobbie;

I would like to take this opportunity to thank you and your team for the outstanding customer service I receive every time I call. I have worked with Matrix since 2004 and have never been disappointed.

I sincerely appreciate your responsiveness and the way you conduct business. The level of expertise shown by your technicians is excellent.

I have recommended your company to others because of our satisfaction with your service.

Thank you for your excellent service and I look forward to continuing our business relationship.

Sincerely,

A handwritten signature in black ink, appearing to read "Libby Workman". The signature is fluid and cursive, with a long horizontal line extending to the right.

Libby Workman
Corporate Services Manager