



Mission: To find a cure for psoriasis and psoriatic arthritis
and to eliminate their devastating effects through research, advocacy and education.

May 8, 2009

Matrix Networks
4243 SE International Way, Suite C
Portland, OR 97222

To Whom It May Concern:

As Director of Operations for the National Psoriasis Foundation, I have personally managed our organization's relationship with Matrix Networks for the past seven years, although the Psoriasis Foundation had used Matrix as its telecommunications provider for many years prior to my involvement.

In 2002, when the organization was growing and we needed to upgrade our phone system, Matrix was there for us. From the sales process through installation and training, their staff of professional, helpful people guided us through every phase of the project. They took the time to really understand our needs, provided us with options that fit our budget and executed an installation and training plan that minimized interruption to our daily business. Seven years later, our phone system is still serving our needs with minimal maintenance.

One of the best aspects of working with Matrix is that you work with the same proficient team of service people every time you call, which means that the technicians know your system well and you, as a client, can feel comfortable that your service request will be handled quickly and capably. I have always been impressed with the longevity of Matrix's employees and the fact that every time I call for service or meet with a technician I am greeted by the same friendly voices I've been hearing for years.

Sincerely,

A handwritten signature in black ink that reads "Jennifer Hepler". The signature is written in a cursive, flowing style.

Jennifer Hepler
Director of Operations
National Psoriasis Foundation

JH/ot