



January 16, 2009

Devon Wilson
IMS Recovery Services
808A NW Buchanan Avenue,
Corvallis, Oregon 97330

Dear Devon,

Last week, January 8th, Byron and Wil assisted me with doing a full restore of our MEMO-FILE dataset. I wanted to take time to let you know how much I appreciate your staff. I was feeling very stressed and overwhelmed that day, but Byron was able to put me at ease with his confidence, politeness, and positive attitude.

Byron shared with me that Wil was out-of-state and stuck in a hotel. From the lobby of the hotel, Wil came up with a plan with Byron, and took care of restoring the necessary backups. When Byron told me that, all I could think of is "wow". I felt so grateful that Wil was able and willing to help us even though he was in that situation.

No matter how busy Byron is, he never lets it affect the relationship with his clients. Byron always gives the best customer service at all times, and that's exactly how it should be. Wil is always willing to help us when we need him. Wil's easy going & humorous personality always makes me smile & laugh even if I'm dealing with a difficult task. I can't communicate to you in this e-mail how thankful I am for your staff. I wanted you to know how much I appreciate you and your wonderful crew!

Have a great weekend!

Shanett Hynson
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