



September 20, 2000

Advanced Data Solutions
2605 Hoover Ave, Suite F
National City, CA 91950

To Whom it May Concern:

This letter is to acknowledge the wonderful service we received from your company. The staff at your company was very understanding of the situation we were in and did everything humanly possible to help us out of this horrible situation. Your staff should be commended on their abilities and great customer interaction. Pamela Martin was our customer service representative and she was the most uplifting person in such a bad situation. She helped to keep our expectations in the positive mode and to not give up. She was wonderful to work with.

We are a wholesale petroleum company that sells in excess of 20 million gallons of gasoline a month and when the hard drive on our Unix server crashed we were devastated. Once a new hard drive was installed and we attempted to restore our backup tape we found out that our tape drive had been writing corrupt data to our tapes for approximately a month. So we were faced with either recreating a months worth of work or Data Recovery Specialists saving the day, and they did. They put extensive hours into the recovery of our data and just when things were not looking good they came through with the recovery of the data that got us back up and running to the moment that the hard drive crashed. The moment we got the call that the data had been recovered the cheers of relief could be heard throughout the office.

We would have spent several weeks trying to bring our system back up had it not been for you guys. Please accept our sincere thanks and appreciation for the work you people do. We will be suggesting your company to anyone who finds themselves in a similar situation. Thank you again for saving us from a very devastating situation.

Sincerely,

A handwritten signature in dark ink that reads "Vicki Downing". The signature is fluid and cursive, with the first name being more prominent.

Vicki Downing
MIS Manager