



198 Inverness Drive West
Englewood, CO 80112

April 28, 2006

David Rudder
President
Reliable Response
1600 Broadway
Denver, CO 80202

Dear David:

We purchased Reliable Response Notification in October of 2005. In the 6 months since then, we've seen a reduction in the response time to emergencies, decreasing our overall downtime. Reliable Response Notification has also helped us with our roll-out of HP OpenView and has become an integral part of our enterprise messaging solution.

Managing contacts has greatly improved, since all contact information is shared with our Active Directory server. The bi-directional integration has helped communication with our help desk staff, and our clients feel like our IT department is more responsive to their needs.

The Reliable Response team has been a great help in setting up our Notification server. They came into our office and did two in-person training classes and have helped our administrators on difficult issues like Active Directory integration. When we have had questions, feature requests or problems, the Reliable Response technical support was quick, accurate and attentive.

Sincerely,

A handwritten signature in black ink, appearing to read "Walter Younts".

Walter "Bruce" Younts
Staff Architect, IT Operations