

Midwest Service Center  
1500 Jamike Avenue  
Erlanger KY 41018  
Tel: (859) 488-0920  
Fax: (859) 488-0970

July 30, 2009

NetGain Technologies, Inc.  
Mr. Mark Jacobson  
2031 Georgetown Road  
Lexington, KY. 40511

Dear Mark,

I'm writing to let you know that your team did a great job with our new system implementation here at Alstom Power. There is no doubt that a project such as this has every opportunity to be plagued with troubles. However, your people kept the project on track, communicated well, thus exceeding my overall expectations!

Your people did a great job of communicating with our team, setting the expectations and delivering on time. For that, I am very grateful because it allowed me to stay focused on what I do best. In the end, my expectation for a "desired outcome" was met. I am a happy camper!

In summary, if you all ever need a reference from me, please let me know because I would be happy to provide it to your potential clients.