



“WHERE SERVICE IS STANDARD EQUIPMENT”

550 First Street ♦ Cleveland, Tennessee 37311 ♦ Phone (423) 476-6501 ♦ Fax (423) 472-8259

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Mark Jacobson
NetGain Technologies
2031 Georgetown Road
Lexington, KY 40511

Dear Mark,

I'm writing today to let you know how pleased Mullinax Lincoln-Mercury has been with your company. We were having severe problems with our PC's accumulating endless amounts of junk mail. We tried to get help from our outsourcing provider but the problems were not getting fixed. The junk mail was getting so bad, something needed to be done. We spoke with a NetGain Senior Account Consultant about options and we were sold on your helpdesk solution. Your engineers were able to come in and fix all of the problems, and fast.

NetGain has given me the ability to do the job I was hired to do instead of trying to fix IT issues. If I have an issue I can call NetGain and they can remotely go into my computer and fix it. Before, I would have to call my previous provider and they would try to walk me through the steps to fix the problem. This was very time consuming and ineffective. Other employees also have problems and when they do, I don't have to fix them anymore. I hand them NetGain's number and your engineers handle all their issues.

NetGain has been a great company to work with. I have been so pleased with what your company has done for us and I could have never made it through our IT problems without you!