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October 1, 2009

Ion Networking
55 Pine Drive
Windham, ME 04062

Dear Mike and Joe:

As the individual who is the lead for coordinating the computer systems in the Town of Topsham, I'd like to take this opportunity to express our appreciation and gratitude for the last two years of work that has been provided by your company.

As you are aware, we moved into a new building, and were instantly faced with problems with many small and integral functions of a system (whose designer, left the state). You all worked closely and responsibly with our municipality to correct each detail, and handled each issue expediently and conscientiously.

As time has evolved, you have helped us to maintain a clean, affordable and secure system. You respond quickly, assisted us remotely when you were unable to , and completely understand the limitations, and "wishes" of a medium sized community's computer programs.

We have developed a necessary trust level, and value highly the commitment in service that you have provided the Town of Topsham.

Sincerely Yours,

A handwritten signature in cursive script that reads "Pam LeDuc". The signature is written in black ink on a light blue background.

Pam LeDuc, Director
Topsham Parks and Recreation