

CUSTOMER TESTIMONIAL

1. How do you find out about Safemode?

WATERBURY COURIER

2. What are your main frustrations in finding and dealing with a computer service?

EASE OF IMMEDIATE ATTENTION - FINDING A SERVICE PROVIDER WHO WILL COME QUICKLY TO FIX A PROBLEM

3. What is your impression of the work done?

EXCELLENT & MOST PROFESSIONAL

4. What is your impression of Safemode customer service?

FIRST CLASS

5. What is your impression of the Safemode technician?

IMPRESSED - KNEW HIS STUFF. WAS POLITE, EFFICIENT & EFFECTIVE

6. Will you recommend Safemode service to your family members, friends and relatives?

CERTAINLY

Customer Name

WESTHART

Date

4/11/06

Safemode Associate

[Handwritten signature/initials]