



October 9, 2013

Dear Joe:

I wanted to take this opportunity to thank you for the excellent customer service we at www.breakbulk.com have received during the past five months from XMission.

From the very beginning when we approached you with out half-baked and mostly broken website, you have showed a sincere interest in helping us bring the website up to speed so it functions normally.

You have on numerous occasions helped us solve problems that were outside the scope of your work for us, and you have always been there to help us restore the site when the latest malicious attack of exploits and hackers would occur. You've been great about helping us solve our security deficiencies, and have repeatedly been there to help us work through problems beyond our comprehension.

Your 24/7 help desk knows us quite well by now, and we are even on a first-name basis with many of your staff. When we report a problem, they jump on it right away. It's nice to know you and your people understand the importance of limiting downtime to a minimum.

With your help, we have a stronger, more stable website today than when we first met you back in June, and we look forward to a long and successful relationship in continuing to improve and upgrade our website.

Sincerely,

Janet Plume, Content Director
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