



August 25, 2000

Mr. Matt Chitty  
Netmender, Inc.  
3050 PS Business Center  
Woodbridge, VA 22192

Dear Matt,

Wanted to thank you for Netmender's expertise and service with our IT needs. Netmender was instrumental in helping Senator John McCain's Presidential campaign be as successful as it was. A Presidential campaign is a very unique client in that it experiences periods of extremely rapid growth and quickly changing environments requiring a vendor that can provide the most reliable products and extremely flexible and responsive service.

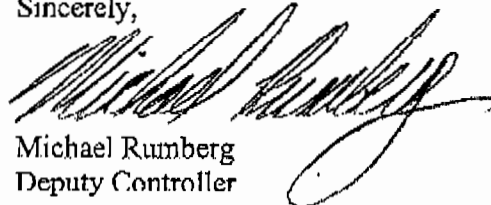
From the very beginning of the campaign you were our one-stop shop: providing custom-built servers and workstations for the national headquarters and state offices that were up-and-working upon installation; handling all our cabling needs (especially those multiple drops on merely one days notice!); and when we grew into a larger headquarters building you made the transition effortless and stress-free.

You and your staff were, and continue to be, always available for knowledgeable phone support. You guys are always friendly and patient, no matter how small the question (even where to plug in the DSL lines!). We especially appreciated your coordinating Bell Atlantic and our software vendors to ensure everything works seamlessly and properly!

The products you provided have been first rate and fit into our budget perfectly. We cannot recall ever having any server downtime and any workstation problems were corrected promptly. Your staff have all been personable and most pleasant to work with. So much so that we have chosen Netmender as the IT vendor for the Senator's continuing efforts to reform our government at his political action committee Straight Talk America.

Thanks again for being such an integral part of our success.

Sincerely,



Michael Runberg  
Deputy Controller

[www.mccain2000.com](http://www.mccain2000.com)

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