



Madd Dog Oilfield Services Ltd.

April 29, 2009

Cottage Computers/DataSuperhero.com
5210 – 50th Street
Leduc, AB T9E 6Z6

To Whom It May Concern:

I just wanted to send a very grateful thanks to the entire staff at Cottage Computers. We have been clients since 2005 and have always received wonderful service. In 2007, Jessie suggested that we should use their remote backup services and while I reluctantly agreed, I thought that a small company like ourselves would never have a need for this backup and recovery service. **How wrong I was!!**

On March 22, 2009, our office was broken into and all our computers were stolen. My first frantic call, after reporting the theft, was to Cottage Computers to see if they could recover my data. I was assured that all data would be recovered and everything would be just as it was before the theft! Within 24 hours, our main computer was built to our specification, previous software was installed and all recent data was recovered and updated on the new computer. Jessie even came by to ensure all equipment was working properly and that we were able to access printers and networks. It was a very smooth and **stress free recovery**. I was extremely impressed and it takes quite a bit to impress me.

I would like you to post this letter so that I may impress upon others that remote backup is extremely important and well worth the annual fees (in retrospect, a very small annual fee). After this incident, I can not even imagine the nightmares I would have had to go through to recover my data (providing I could even recover it at all) if I had not had remote backup. In today's busy world, it's satisfying to see that some companies still believe in offering true customer service.

Yours truly,

A handwritten signature in black ink, appearing to read 'Carrie Baehler'. The signature is fluid and cursive, with a large initial 'C'.

Carrie Baehler