



The future of home comfort.

April 13, 2006

Mr. William Clarke
V.P. of Products & Development
Thoroughbred Software
285 Davidson Avenue, Suite 302
Somerset, NJ 08873-4153

Dear Bill:

I wanted to take a moment to thank you and the entire Thoroughbred team for helping us to recover our operating systems and customer data this morning. As you know, just two months ago we subscribed to Thoroughbred's Off-Site Data Back-Up services. And, as it turned out, it was just in the knick of time!

Historically we have backed-up our system each day using tapes. Even though we now subscribe to your off-site service, we have continued the tape back-up process as an extra level of safety.

This morning, for the first time I can ever recall, I was told that our main system server had encountered a problem overnight, requiring us to reload all of our programs and data. We first went to our on-site tape back-ups and discovered that the back-up system had failed for the past seven days – resulting in no tape back-up during that period.

Fortunately we were able to call your office and you were able to download a complete system back up to our server. Within an hour we were totally restored and back in business. Your prompt action and services saved us from a major problem on our end!

Thanks again for your help, and for encouraging us to enroll in the back up service. We look forward to continuing to work with the entire team at Thoroughbred.

Sincerely,

A handwritten signature in black ink, appearing to read "Terrence McBride".

Terrence McBride
Burns & McBride, Inc.