



UC VETERINARY MEDICAL CENTER-SAN DIEGO

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HEMODIALYSIS & NEPHROLOGY

10435 SORRENTO VALLEY RD, STE 101
SAN DIEGO, CA 92121

March 10, 2006

Marty Addison
Vetworks -- a service of Abra Collabra
1155 Sportfisher Dr. Suite 200
Oceanside, CA 92054-2562

Dear Marty:

It gives me great pleasure to provide the following letter of recommendation for Abra Collabra. Prior to our current relationship with Abra Collabra, I relied almost exclusively on our in-house IT services. I had previously contracted a regional vendor to help with our off-site computer and telecommunication needs at a former business location. This vendor was affiliated with our leased facility which mandated we use his services. With our recent move to a new location it became clear that we no longer wanted to continue using these obligatory services and sought other options. Your selection as our current vendor in the new facility was mostly predicated on your contracted IT services for the new building, but unlike our previous experience I found your dealing with our smaller programmatic needs personal and professional. More importantly, you remained an advocate for our independent telecommunication and broadband needs despite the fact that they might be contrary to those of the landlord for the building, an independent client. I very much appreciated your independence and advocacy on our behalf.

Rest assured that I am extremely critical and fastidious, yet I was extremely impressed with your highly organized, proactive, responsive, and documented approach to our needs. If ever there was a delay, it was always due to our inefficiencies or inability to make timely decisions. Nevertheless, you remained gently pervasive and persistent to get us to the end goal. Your responsiveness to scheduled and impromptu service has been impressive, as promised, and effective. This is illustrated by your recent solution to my videoconferencing dilemmas and firewall constraints which our own in-house consultants failed to solve despite weeks of troubleshooting. Thank you for this effort as our videoconferencing is now routine and uncomplicated.

To reiterate, I have been very pleased with your proposed and acquired hardware and software recommendations, as well as, the installation and implementation of the systems. I look forward to our mutual interactions with the maintenance and upgrading of our current systems.

In summary, it has been a pleasant and unexpected experience dealing with Abra Collabra during the past six months. You have been the only vendor in the entire process of relocating to our new facilities that has been professional, thorough, detailed, and responsible—more professionals and tradesmen should look to your work ethics, competence, and client relationships as a model for today's business. Thank you for all of your expertise and capabilities that have expedited the transition into our new facility.

Sincerely,

A handwritten signature in black ink that reads "Larry D. Cowgill".

Larry D. Cowgill, DVM, PhD
Co-director and Associate Dean
University of California Veterinary Medical Center-San Diego