



su aliado en la relación con los clientes

Medellín, October 29, 2008

To whom it may concern:

We would like to make it known that starting December 5, 2007, we have been utilizing the SINETAMER transient voltage surge suppressor model ST-R120-240 to protect our equipment in our office located in Municipio del Retiro, Antioquia which contains four PCs and four VOIP telephones.

The decision to purchase the equipment was made as a preemptive protection measure due to the frequent and strong voltage changes in the area east of Medellin.

Since then, the equipment has been effective. The return on investment happens quickly and is guaranteed. Therefore, it is smart business to protect equipment with SINETAMER suppressors. The benefits come not only from protecting the equipment itself, but also by decreasing or practically eliminating loss due to downtime.

The distributor, Restrepo Torres y Cia, was outstanding in supplying us with the appropriate models, quickly installing the units, and attentively monitoring the post-sale performance of the units.

I would be happy to provide additional information if necessary. Send an email to the address at the conclusion of this letter and I will gladly further explain the details.

A handwritten signature in black ink, appearing to read 'Jaime', with the number '15427014' written below it.

JAIME ANDRÉS ECHEVERRI E.

Director de Mercadeo

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