



411 Aviation Way, Suite 210 • Frederick, MD 21701 • 301-663-6000 • www.270net.com

November 30, 2010

EZGSA
4801 Hampden Lane
Suite 105
Bethesda, MD 20814-2948

Attn: Scott Orbach

Dear Scott,

Just a quick note of thanks for the effort Fran Cowell has put into helping 270net Technologies renew our GSA contract. By all accounts, GSA made this a more challenging effort than it needed to be, and I'm not sure how we would have gotten through it without Fran's knowledge and assistance.

Of particular note was Fran's extremely high level of availability and responsiveness, which was very helpful and at times even comforting. On occasion, I would receive a confusing email from GSA and before I had time to get worked up about it, I would receive an email from Fran explaining what was happening and what needed to be done (or not be done). I can't tell you how much easier the process was because of this kind of support.

Thanks to Fran's help and hard work, we finally received our renewal this week. Next up is a modification early in 2011, and I look forward to working with Fran and EZGSA again.

Please feel free to contact me at anytime at 301-663-6000 x117.

Best Regards,

A handwritten signature in black ink, appearing to read 'Ken Malnar', with a long horizontal flourish extending to the right.

Kenneth A. Malnar
President, 270net Technologies