



AV# 4757

AUTO TRADE INTERNATIONAL OF VIRGINIA O&M, INC.  
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Telephone (703) 904-8001 Facsimile (703) 904-8004

August 3, 2001

Matt Chitty  
President and CEO  
Netmender, Inc.  
3088 PS Business Center  
Woodbridge, VA 22192

Re: Recommendation

Dear Matt:

I offer the following recommendation with much gratitude, admiration, and respect for a professional relationship which has exceeded all my expectations in its evolution, duration and continued excellence.

Please allow me to recount this brief history to you and for those who may read this recommendation in order to understand how the relationship has developed over the past seven years. We met in 1993 when you were just starting your own business. I was a staff accountant with an affiliated company, the Dulles Greenway. At that time, my colleague and I were charged with the selection of a contractor to install and maintain a wide area network which included two field site locations and a corporate office in Sterling. Obviously you were selected to do the work. Since the opening of the toll road, the corporate office has downsized. However, you have continued to be the System Administrator on the office network, and furthermore, you are the System Administrator for our proprietary toll collection software. In 1997, I moved to my current position with an affiliated company of the Dulles Greenway. While this company has a System Administrator on staff, you have directly participated in the selection of the individual and much of the development of our network.

I must compliment you on your ability to expand and develop your company to now serve numerous clients across the Northern Virginia area with a well-trained, talented staff, while always maintaining a very personal relationship with our company. Gradually, I have come to accept help from your very capable staff, but while I was learning to trust their expertise, you were always willing to personally handle my account. I must also thank you for acting as an advisor on the selection and suggestions of our Systems Administrator. Because we trust your judgment very much, your counsel is invaluable. Finally, I would like to add that our operating procedures require us to provide three quotes for all purchases that exceed a minimum threshold. Most often, Netmender is either the lowest, or so competitively priced, that paying few dollars more is justifiable for the guaranteed quality product and service that Netmender provides.

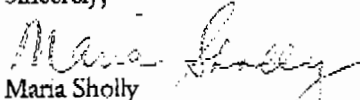
I hope what is clearly evident in this letter of recommendation is that you have established yourself as an expert in your field with consistently reliable and superior customer service. To the extent that opportunities have arisen for us to expand the scope of your work, we have offered them to you without reservation.



Furthermore, I should note that because of our long-standing professional relationship I also purchased a computer from Netmender when I upgraded at home.

Please feel free to distribute this letter in any way you desire. I will gladly and whole-heartedly directly refer Netmender to any potential clients as well. Thank you for continuous dedication to both of the companies for which I have worked. In many ways I consider our professional relationship to be one of my major accomplishments and contributions to the Dulles Greenway and Autostrade International of Virginia O&M, Inc.

Sincerely,

  
Maria Sholly  
Director of Administration