

February 14, 2001

University of Toronto Computer Shop
214 College Street
Toronto Ontario
M5T 3A1

To Whom It May Concern:

I would like to relay to you what a positive experience it is dealing with Patch Computers of Richmond British Columbia. They have always been responsive to our needs and proactive in setting up programs that have benefited us. I have been in the Computer Business for over 15 years and can say that they are the most trustworthy PC manufacturer I have ever dealt with.

The products are all configured to our needs in a timely manner and delivered with the speed and accuracy we demand. On numerous occasions they have been able to expedite product for urgent orders without ever compromising quality. We are also very pleased with quality control. We have been dealing with Patch for about a year and have never had a DOA machine, and not one machine returned so far for any hardware, software or compatibility problems.

We at the University of Toronto consider Patch Computers one of our most valued business partners that have allowed us to grow our business in this very competitive environment.

Sincerely,

Renata Rosiek
Manager,
University of Toronto Computer Shop