



NC Kids

Adoption and Foster Care Network
UNCG/Becher-Weaver R & D Center
P.O. Box 26170
Greensboro, NC 27402-6170
Phone 336-315-7475 Fax 336-315-7479

March 20, 2006

Q&I Computer Systems Inc.
Jonathan Schloo
115 Symons Street
Toronto, ON
M8V 1V1

Dear Jonathan Schloo:

I want to thank Q&I Computer Systems Inc for the support and assistance we received with resolving our TeleMagic database issues. Prior to working with your company, my staff experienced high levels of frustrations related to the poor performance of TeleMagic. Thankfully, we were able to learn about your company's services via the website and redeem the functionality that TeleMagic has to offer NC Kids. From our initial contact several months ago until present day, our experience with Q&I has been very positive and professional. More specifically, you have consistently offered high quality customer service to NC Kids from the diagnosis of the problems to offering working solutions. I sincerely appreciate the time you spent answering questions for our staff and following up with NC Kids once the resolution was implemented. Presently, TeleMagic is offering exceptional performance for my staff, which enables us to provide services to the families and children we serve. I appreciate your patience and understanding with our particular database concerns. It is reassuring to our agency to be able to rely on your company for our database needs. Thanks again for your assistance!

Sincerely,

A handwritten signature in cursive script that reads "Beverley A. Smith".

Beverley A. Smith
Program Director
NC Kids Adoption and Foster Care Network