



## First Baptist Academy

Mr. Leon McCaskill  
InfiNet Inc.  
P. O. Box 925  
Addison, Texas 75001-0925

Dear Mr. McCaskill:

I wanted to take this opportunity to express to you what a pleasure it is to have InfiNet Inc. as First Baptist Academy's technical support and computer equipment provider. When I came to First Baptist Academy as technology director, one of our principals recommended that the Academy continue to do business with InfiNet because of the positive relationship which had been built. I have been glad that I honored his recommendation.

InfiNet has provided First Baptist Academy with quality, dependable equipment built to our specific needs at prices which were competitive to other vendors who deal in the same market. The engineers who provide technical assistance for the Academy have performed outstandingly in supporting and making additions to a network system which is a real challenge. InfiNet has met our most frustrating challenges by designing solutions within our budget for our unique needs - administrative offices, libraries, instructional labs, and classrooms.

When searching for a company which offers technological services, First Baptist Academy set high standards. Integrity, dependability, fairness, courtesy, competitive prices, and quality of support were high on the list. I can honestly say that InfiNet models all of these attributes.

In a field such as technology, finding a reputable company that will give support when there are pressing, immediate problems can be most difficult. I have shared with others the positives of dealing with a company such as InfiNet and will continue to so. Thank you for being there to support us in such a special way.

Regards in Christ,

Diane Swick  
Technology Director

# DYCK O'NEAL

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INCORPORATED

Mr. Leon F. McCaskill  
President  
InfiNet, Inc.  
P.O. Box 915  
Addison, TX 75001-0915

Re: Network Services

Dear Leon:

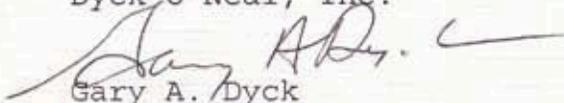
Just a short note to say thank you for producing a great product.

As you are aware, Dyck-O'Neal purchases unsecured notes and charge-off's from the biggest names in the mortgage business, such as Fannie Mae, Freddie Mac, Norwest, Countrywide, Chase and 1st Union, to name a few. We needed a network system so our employees could retrieve records that were easily accessible to all.

Our association with your firm began in January, 1990. We have gone through several upgrades with another one coming in September, 1998. This will make our system Y2K ready. In the eight plus years of our relationship, the system has been down only once. That was for about an hour.

Again, thanks, for making and servicing a great product. I highly recommend InfiNet for systems services.

Sincerely,  
Dyck-O'Neal, Inc.

  
Gary A. Dyck  
President

*Swift Property Company*

*Christi D. Rogers*

Mr. Leon McCaskill  
InifiNet Incorporated  
Post Office Box 925  
Addison, TX 75001-0925

Dear Mr. McCaskill:

I sincerely appreciate the professionalism and integrity of the installation and migration work performed by Richard Geoffrion. His substantial and careful planning, and attention to details made our network separation from our sister company successfully painless. He has respect for doing work the right way. Rather than have us operate on the newly built server that just wasn't running as cleanly as it should, Richard took it back to your offices to rebuild and reconfigure it. This gave me great comfort that our server would be running correctly from the start and we would not have to endure possible down time and lost data as we chased the problem.

Richard has always been available for quick but significant trouble-shooting answers since then. I am confident that we chose the right company for our network servicing.

Sincerely,



Christi Rogers

CR/ad

cc: Richard Geoffrion

{h:\christi\infinet.wpd}



Leon F. McCaskill  
InfiNet Inc.  
P.O. Box 925  
Addison, TX 75001-0925

Dear Leon,

This is a note of appreciation regarding the excellent service we received from your company before, during and following the recent installation of our new computer network.

It had become apparent to me, as Operations Manager here at KCBI, that we needed to update our system. Previous experience with InfiNet in assisting us in troubleshooting our old system was enough to persuade me that yours was the company we needed to contact.

Your recommendations for the network, including the modem, fax and e-mail applications, were tailored to meet our requirements and have proved to be ideal for our business. I appreciated the training provided to our personnel, which greatly helped to alleviate the anxiety inherent in any change, particularly one of this magnitude. I would also like to mention the excellent service we received from Chris Gray, who oversaw the installation of our network and who has been instrumental in providing us with prompt and efficient post-installation service.

I would unhesitatingly recommend InfiNet Inc. to anyone looking for a company committed to integrity and excellent customer service.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Middleton".

Michael J. Middleton  
V.P. of Operations/COO

MJM/mcg



Texans United for Life

Dear Leon,

Thank you so much for the recent computer donation. Your staff has been so thoughtful in looking after our needs. They are truly a credit to you! I can't imagine how we could do our work without your generous support. May God bless you for investing in the lives of His little ones.  
Bill



InfiNet Inc.  
PO Box 925  
Addison, Texas 75001-0925

Dear Sandy:

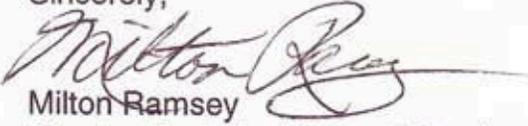
I am writing this letter to express our satisfaction with the Call Ware system that InfiNet helped install at Miller Elementary School. Prior to Call Ware the school staff and teachers had no voice mail capabilities, due to the limitations of the small Toshiba system they were using, and sufficient funds were not available for the cost of upgrading the telephone system.

My responsibilities include the installation, maintenance, and support of the district's data network, including 160 Novell Intranetware servers and 18,000 workstations at 60 locations, and I needed a solution that would be both inexpensive, and easy to integrate and maintain in this environment. Call Ware met this criteria. Additionally, it was very important for us to find a network services firm with certifications and experience in Novell, Groupwise, and Call Ware. InfiNet met all of these qualifications.

InfiNet technicians worked closely with our network staff in the Call Ware installation done in September, 1997, and has it been running successfully since then. Only a few questions occurred during the year, and InfiNet was always very responsive when needed. We had to upgrade user licenses this year, due to additional teaching staff, and again the InfiNet staff was asked to work with our Groupwise Administrator on this task. With their assistance the upgrade was quickly completed.

I want to personally thank you and the InfiNet staff, and would highly recommend your organization to anyone looking for a network services company with talented and experienced professionals, who take pride in their work and in meeting the customer's needs.

Sincerely,

  
Milton Ramsey  
Director Technical Support Services  
Plano Independent School District



# Zale Corporation

Infinet Inc.  
PO Box 925  
Addison, Texas 75001-0925

Dear Kelly;

**A quick note to say thanks for another job well done!**

As you know, being Zale's webmaster is not always an easy job. During our last Christmas selling season, we experienced overloads on our web server due to extremely heavy demands of traffic and of our new dynamically generated web pages.

As usual, I called Infinet for help on a determining a new fault tolerant platform to host our web sites on that would not only handle the traffic peaks but provide for "zero" down time. You not only found the best solution for the job, but took the time to explain the details that I needed and setup a full working demo.

As a result, we now have a new platform using the Marathon technology you recommended, that not only met the requirements, but has exceeded them. And in usual Infinet fashion, on time and within budget.

Your staff always displays high technical knowledge and a professional attitude. It has been and will continue to be a pleasure working with you.

***You guys make me look good!***

Sincerely,

Bob Harris  
Webmaster  
Zale Corporation



InfiNet Inc.  
P.O. Box 925  
Addison, Texas 75001-0925

Dear James:

I wanted to write this letter to let you know how much we appreciate all that you and everyone at InfiNet have done for The Dallas Opera. From our first meeting, both your knowledge of computers and your integrity was evident. Since that time it has become even more apparent.

Before we began our association with InfiNet, we were suffering from multiple computer problems. We had changed IS personnel frequently with no clear direction of where we were going in that area. We soon realized that with the year 2000 fast approaching and with our network beginning to crumble, we needed help. When we began, your approach was to clearly study and define the problems. As you began to visit with each of our employees about their own particular computer needs, we could see that you were able to not only communicate with the "technical people," but also the "everyday user." Upon completion of this study you created a clear-cut three-phase plan to solve these problems. The plan was laid out in a logical manner, with no false "pie in the sky" promises. We really appreciated your honest straightforward attitude.

After several months of intense work on your part, we have almost completed the entire project. We can already see a great improvement in both the reliability and speed of our network. We have also been able to achieve our dream of a "standardized workstation." During this entire time, you have been responsive to our every need. Each and every representative of InfiNet that has visited The Dallas Opera has been courteous and professional. We are looking forward to a long relationship with InfiNet over the next several years. I would highly recommend InfiNet Inc. to any company that is in need of highly trained, reliable, and friendly computer services.

Sincerely,

Renell Hutton  
Controller



*From design and construction  
through service and supplies*



Mr. James Herridge  
Infinet Inc.  
P.O. Box 925  
Addison, TX 75001-0925

James:

I'd like to say thank you for all your hard work, you've gone above and beyond the call of duty.

As you know, we are a general contractor, with a large parts department. Our accounting software, and drafting department were networked using two servers, and there were numerous problems with one of the servers. That was only **one** of our concerns; we had many, including upgrading to become Y2K compliant, should we go to just one server, is Windows NT better than Novell, etc. Your patience in answering all of our questions was amazing, as was your knowledge of what we required.

Our new File Server is much faster, and so easy to understand, I am eagerly awaiting delivery on our Application Server. The transfer was so smooth, our employees never would have known there was a change if we hadn't had to change their passwords.

James, I just can't say enough about you and Infinet. I'd love to take out a billboard and tell everyone about you.

Again, thank you so much for all your help!

Sincerely,

A handwritten signature in cursive script that reads "Susan McGlauchlin".

Susan McGlauchlin  
Assistant to the Vice President

SLM/



InfiNet, Inc.  
P.O. Box 925  
Addison, TX 75001-0925

Dear Byron:

Reflecting back over the past 9 months I just want to say thank you for a job well done in getting Bent Tree Bible Fellowship through a very big transition to our new computer system.

As you recall, I was heading up a project to convert our MacIntosh Network to an NT 4.0 Network, including the installation of a new church data base management software. We had a basic system designed by a committee here at the church, and from that I set out to get quotes from various vendors for installation and support of the system. With three quotes pending, I was directed to you at InfiNet by another staff member here at the church. After our first meeting, I was impressed as you were the first company to present an entire package-from installation, internet, to follow-up technical support. Just what we were needing and at a price that was very competitive.

After a couple weeks of installation/transition/data conversion we were up and running. The staff is so happy to have this new system in place. I had braced them for the very worst, but over and over they were impressed with the smoothness of the transition. Our efficiency has improved and of particular benefit has been Outlook-providing easy E-mail access both within and out of the church, plus of course all the personal scheduling features. I've particularly appreciated having the support I need just a phone call away.

InfiNet was very thorough in the package they presented to the church and has been successful in follow-up of our account. Thanks for a job well done.

Sincerely,

Sheila Buckler  
Controller

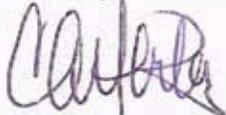
*Swift Property Company*

Infinet  
PO Box 925  
Addison, TX 75001-0925

Dear Kevin:

I would like to thank you for your service to Swift Property Company in the past months. Your prompt attention to our account, as well as the assistance of the Help Desk personnel has made our operations run smoother, especially in those "emergency" situations we occasionally have. The level of expertise at Infinet is unsurpassed. Again, thank you for taking such good care of us.

Sincerely,



Christy Alfertig  
Controller

Enclosures  
morainiv.wpd



Touch of Green

Plant Care and Design

InfiNet Inc.  
P.O. Box 925  
Addison, Texas 75001-0925

Dear James,

I wanted to take a minute to let you know how much we have appreciated all the service you have provided for our account. You always go the extra mile to meet our needs.

Touch of Green has been in business for 21 years and 7 of those have been under the current management. We strive to give our clients quality service and plants while maintaining a competitive price. When we realized our needs were outgrowing our current network, we searched for a company with similar service criteria. When we contacted InfiNet we were more than impressed with how quickly you responded to our request for a bid. Also, it was very refreshing to be able to have technical questions answered by a qualified Account Manager instead of an "in between" salesperson who referred everything to the engineers. The bid we received was very competitive and we knew we would receive the quality of service we desired.

With our new network we are able to work at a more efficient level as well as offer more up-to-date services to our customers. The capability of faxing from individual work stations will also allow us to make our work load move more quickly.

I feel very comfortable recommending InfiNet to colleagues. You were able to come out and pinpoint what our network requirements were and supply the necessary advice and equipment in a short period of time.

Thank you again for all of your time and help.

Sincerely,

Heather Alsup  
Accounting Manager



## CITY OF HIGHLAND VILLAGE

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Leon McCaskill  
Infinet, Inc.  
P.O. Box 915  
Addison, TX 75001-0915

Dear Mr. McCaskill:

This letter is to commend Sandy Norton and Tim Sarvis on their effort and diligence in the setup and training of our voice mail system. We began the process of obtaining a voice mail system months ago. Unfortunately, our previous vendor was incapable of completing the project. The gentleman they had contracted to do our training, JJ Slagel, recommended that we contact Sandy. Once notified of our dilemma, she immediately took the steps needed to get our system running.

Tim Sarvis came to our facility within two days and had our system working within 45 minutes. He took the time to explain the problems we were having and the procedure to follow if they occurred again. He appeared very knowledgeable and was extremely efficient in correcting the issues we were experiencing. In addition, the times we contacted the help desk, he promptly called and assisted with our question or problem.

Sandy then scheduled an administration and user training session in which we learned the various options and settings with both the Callware system and the Callegra software. She was very thorough in explaining the features and we were left feeling confident and knowledgeable about the products.

I am writing this to show our appreciation as well as to acknowledge the efficiency and exemplary customer service demonstrated by Sandy Norton, Tim Sarvis, and the rest of the Infinet team. Please recognize these members and give them our thanks. We look forward to working with your company in the future and recommending your services to others.

Sincerely,

Michelle Marks  
City of Highland Village



TAKING BUSINESS FARTHER

Infinet  
P.O. Box 915  
Addison, TX 75001-0915  
(972) 701-9484

Dear Tim:

I wanted to personally thank you for the effort that you and your support group at Infinet have provided Tech Trans over the past few months concerning our telephone issues and install of the new system.

It has been evident that you have stepped beyond your immediate area of expertise and provided us with solutions to correct problems from the telcos. Your tenaciousness lead to an expedient resolve of our pager and voice message issues.

I really appreciate your professionalism, responsiveness, and understanding of our situation.

Thank you,

A handwritten signature in black ink, appearing to read "Len Batcha".

Len Batcha  
President, TECHNical TRANSportation, Inc.



First Baptist Academy

To Whom It May Concern:

I would like to take this opportunity to express our enthusiastic recommendation of Infinet. In the time I have served as Technology Coordinator at the Academy, Infinet has been our network and technology service provider, as well as our ISP. We have found your service and your personnel to be qualified, professional and very friendly and helpful.

Originally, we began outsourcing because we had no internal personal that was qualified to service our network or our workstations. We now have some internal capabilities but continue to use Infinet because of their expertise and personal service. I have found that the people associated with Infinet have been quality from top to bottom. They have a very customer oriented approach to all that we have asked of them. For us, it has become similar to having our own people do the work because of the close working relationship.

We initially chose Infinet for our outsourcing as the result of a recommendation by our church librarian. Over the years, that is a decision that we have not regretted. I do not foresee a time when Infinet will not be an integral part of our technology program.

Infinet has been able to help us plan and implement our new server and network connections. Each step of the way they were there to make suggestions and help us plan and set up our network. Recently, Infinet helped us solve our problem with establishing a remote connection with our East Campus facility. They built and installed a server to make it possible for the East Campus to access our local file server. They provided a solution for a long time problem in a very accommodating manner.

Our experience with Infinet has been a great one. I am happy to recommend them wholeheartedly.

Sincerely,

Don Hendrickson

Technology Director

# DYCK O'NEAL

INCORPORATED

Infinet  
P.O. Box 915  
Addison, TX 75001

Dear Infinet,

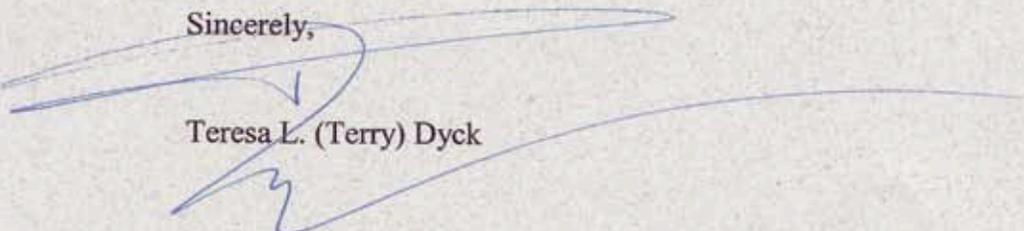
It is getting close to Thanksgiving and I was thinking of the things I am thankful for, personally and business wise. So...

This is to let you know that we appreciate you! And, we are very thankful that your company exists. Since approximately 1991 we have utilized your services. When we found you we had a good idea of what we needed for computer support. Infinet has not only met those needs, but has exceeded our original expectations.

Infinet has always been responsive to our IS needs. Whether it is planning for the future, or trouble shooting problems of today, you have been there for us. We appreciate the fast response times, and the capable technicians that come on site.

Again, we appreciate you and look forward to many more years of excellent service from Infinet!

Sincerely,



Teresa L. (Terry) Dyck

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10101 Reunion Place  
Suite 450  
San Antonio, Texas 78216  
[www.newcenturyequity.com](http://www.newcenturyequity.com)

Tel: 210-302-0444  
Fax: 210-302-0414

InfiNet, Inc.  
Mr. Leon McCaskill  
P.O. Box 915  
Addison, Texas 75001-0915

Mr. McCaskill:

Over the past two years, New Century has utilized InfiNet's ASP services. InfiNet has provided excellent service and response over those two years. New Century has experienced only a minimal number of problems and downtime during this timeframe. During these "problem" times, the Help Desk at InfiNet has had experienced, knowledgeable personnel on hand to respond quickly to the issues and communicate to New Century in a clear, efficient manner. I greatly appreciate all of the time and dedication the staff at InfiNet has provided to New Century.

Sincerely,

A handwritten signature in cursive script that reads "Diane Nowacki".

Diane Nowacki  
Corporate Controller



InfiNet Inc.  
Mr. Leon McCaskill  
P.O. Box 915  
Addison, Texas 75001-0915

Mr. McCaskill:

The downturn in the economy has forced many companies, including New Century Equity, to reduce expenditures as well as personnel. Over the past year, New Century has reduced its operating locations to one in addition to a reduction in accounting personnel utilizing the software currently being hosted by InfiNet. As a result, the Company has decided to discontinue the use of InfiNet's ASP services, effective October 2002. A representative from Prevail Systems will visit your office in the next week to download the data for transfer to our network.

The Company's overall experience with InfiNet's services and personnel has been positive. I would have no hesitation in referring InfiNet to my colleagues. If circumstances warrant, I will highly consider using InfiNet's services in the future.

Sincerely,

A handwritten signature in blue ink that reads "Diane Nowacki".

Diane Nowacki  
Corporate Controller



## **BRAMMER SUPPLY, INC.**

*FOREMOST IN OILFIELD & INDUSTRIAL SUPPLY*

INFINET INCORPORATED  
4316 BELTWOOD PARKWAY SOUTH  
DALLAS, TX 75244

To whom concern:

Brammer Supply has contracted with Infinet to provide both computer know-how and support.

Brammer's motive to out source:

- #1 Knowledge of computer.
- #2 Ability to process information at various locations on one system.
- #3 Improved level of knowledge with out sourcing rather than hiring I.T. person.
- #4 Keeping software updates / working with software providers.
- #5 Backup-fail protection / System integrity
- #6 Lower operating cost compared to hiring and maintaining I.T. person.

Brammer's ability to process business has greatly improved with the working arrangement with Infinet. Brammer has grown 3-times over since the first arrangement with Infinet. Brammer finds the working arrangement with the employees of Infinet to be very positive and most important "Build for the Future" attitude.

Brammer has had and continues to have a very aggressive business plan. Brammer feels that Infinet has always had a very aggressive business plan, this has been positive in the sense that both companies continue to meet certain goals going forward with the management and processing of information and business.



JOHN SCHMITZ  
OWNER  
BRAMMER SUPPLY, INC



*"Your reliable money source"*

Mr. Leon McCaskill  
President/CEO  
InfiNet, Inc.  
Addison, Texas 75001-0915

Dear Mr. McCaskill:

I just wanted to write you and express to you and your staff our appreciation of the professionalism and dedication shown by InfiNet to Reliance Mortgage.

Reliance Mortgage is in the very competitive mortgage brokerage business. Communication between our staff and our clients is critical to our success. Before InfiNet, we relied on WorldCom for our data communication services. We had a situation where we had numerous problems and issues that WorldCom was not able to correct and their economic future was uncertain.

It was perfect timing that InfiNet stepped in and was able to quickly redeploy our system and correct the issues we had with WorldCom. In addition, InfiNet added many features that we could not get from WorldCom. Reliance also outsourced our MS Exchange deployment with InfiNet's Outsourced Technology Center. Now InfiNet provides us with the support and service for our data communication and our Exchange system.

Please know that we are happy with our decision to go with InfiNet and are now considering expanding our use of InfiNet's Outsourced Technology Center for the deployment of one of our mission critical applications.

Thank you for making our experience such a positive one.

Sincerely,

A handwritten signature in black ink, appearing to read "David Gaddy", written over a horizontal line.

David Gaddy, Director of Information Technology  
Reliance Mortgage

Leon McCaskill, CEO  
InfiNet Inc.  
4316 Beltwood Parkway  
Dallas, Texas 75244

Dear Leon:

Marketplace Ministries Inc. is thrilled to begin a new partnership with InfiNet Inc. We have searched for a team such as yours to provide proactive and personal service. You have shown that you understand our corporate mission and are willing to help us achieve it. That is greatly appreciated! We look forward to an exceptional working relationship with your company, and believe InfiNet is truly the right choice for us.

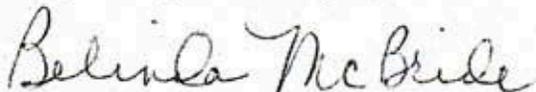
Your proposal and presentation to me at your office was totally professional and impressive. The visual presentation helped me see and understand how you function, what your standards are, and how you respond to a crisis. Your willingness to have a number of people present in the meeting and answer my "20 questions" was much appreciated and helped me make a final decision.

I love the value-added online features that you offer. I can't tell you how impressed I was with the map of our network infrastructure that InfiNet created for us. The website will enable me to keep an eye on what is happening with our system. I don't plan to monitor my own system. That's your job! However, I will do periodic to frequent checks for my own satisfaction and peace of mind. As you know, those who work with technology *use* technology. Thank you for the ease and simplicity of doing quick checks so I know where I stand. The monitoring services you have made available are much better than your competition. You give us features, options and capabilities that no one else even offered.

You have already provided excellent service, and we are extremely pleased. We have signed up for your Help Desk services and appreciate the level of individual service and personalization that you give us. All your employees have been prompt, courteous and knowledgeable each time I've contacted them. I believe we are in very good hands, and that your staff is watching out for our best interest.

Leon, it's a delight to work with you. Your patience and diligence in working with me has been priceless. Thank you for your giving and gracious spirit. I look forward to our business partnership in the days ahead. May the Lord abundantly bless InfiNet.

Joyously serving Him with you,



Belinda McBride, Information Systems Support Manager  
Marketplace Ministries Inc.