

HARKEN TOWING CO. LTD.

P.O. BOX 7, PORT COQUITLAM, B.C. V3C 2V5

July 8, 2009

Dear Sam,

Prior to ActiveCo, our technology was in desperate shape. Our IT infrastructure was problematic, unreliable and not supported effectively. Our previous vendor was not able to provide a disciplined holistic support process to our environment and we were hampered by technology in our ability to fulfill our corporate objectives.

We engaged ActiveCo to stabilize and improve on our IT network and to ensure that our IT, which is mission-critical, is reliable, is available and is scalable to our business needs. The transition from the initial consultation thru to the final stages of ActiveCo's Managed Services on-boarding process, was smooth, well-managed, well-documented and clear.

Your engineers' diligence, understanding and patience in providing service to 'non-technical' people, such as ourselves, which is not always the easiest job, needs to be commended. They have done an exceptional job. They have been great at communicating, following up and being proactive as well.

Your mission statement, desire and determination to provide us with quality IT is being fulfilled and you and your staff are a pleasure to deal with.

A big 'Thank You' to you and your team, we really appreciate everything you have done.

Best Regards,



Mario Volpe, Controller
Harken Towing Co. Ltd.