



Family Mediation Centre

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5 August 2008

Mr Nick Cheung
Senior IT Consultant
Pronet Technology
30 Miles Street
Mulgrave VIC 3170

Dear Mr Cheung

Re: IT Support to FMC Relationship Services

I am writing to acknowledge how pleased FMC Relationship Services is to have chosen Pronet Technology as their external IT support provider.

Pronet have excelled in pulling together a large job in June with only two weeks notice to order and set up 16 new personal computers in our new Oakleigh office.

The reception, help desk and support staff are all very happy to help resolve any problems with minimum fuss and nothing seems to be too much trouble. It is a great improvement for me to be able to get professional advice from this company which is only a phone call away.

Pronet is very professional in their dealings and liason with their clients. The company always confirms work to be scheduled and follows up outstanding items without hesitation.

FMC Relationship Services is looking forward to continuing this business relationship with Pronet Technology whilst we are consolidating our business and IT support needs.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Shehane', is written over a black rectangular redaction box.

**Finance Manager
FMC Relationship Services**