

# ZAGATO AUTO (PTY) LTD

t/a ALFISSIMO LOGISTICS

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30 September 2009

The Manager/Director  
Jasper Consultants

By E-mail

Attention Mr Robbie Maree

Dear Sir

## **IT Service Agreement**

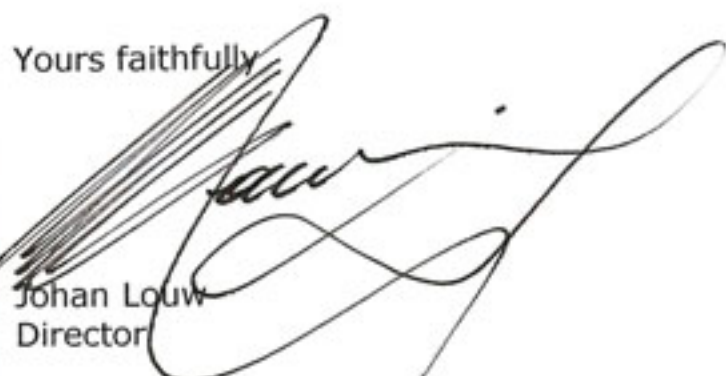
Jasper Consultants have been looking after our account now for a number of years and we just wish to take the opportunity to thank you and your team for the excellent and professional service you have been providing our company since that first day we put in our first service call. Not only are service and the quality of service in this country atrocious, but it is also very frustrating dealing with people not knowing how to provide a professional service, however your company just proofed the contrary.

Initially we made use of your services on a time and material basis until you suggested a service agreement which not only saved us a huge amount of money, but we also benefitted from a speedy and dedicated service which not only reduced down time but also our frustration levels, as the turnaround time on your service agreements are absolutely fantastic.

Needless to say that with your friendly and efficient staff there is not a single day that we regretted making use of your services up and until today, and we will undoubtedly recommend your company to any of our colleagues, business associates and acquaintances without hesitation.

Keep up the good work and be assured that for as long as our company is around we will utilize your services for our information technology.

Yours faithfully



Johan Louw  
Director