

Ask me for Mr. Peters' Contact Info

July 14, 2008

Re: Russell Phelan Reference

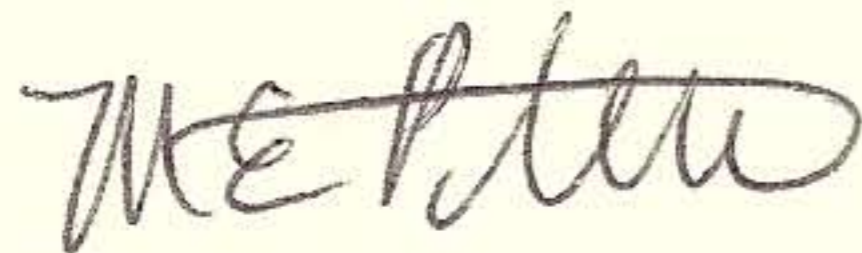
I called Russell Phelan's computer services late one July afternoon when my traditional computer support personnel were on vacation. I couldn't have been more impressed with his services. Russell was very responsive and immediately helpful over the phone. After a brief conversation to attempt some simple fixes, he determined it would be most productive to work on the computer in my office. He then arrived the next morning promptly at the agreed-upon time.

Russell quickly ran some Microsoft diagnostics and eliminated the possibility of an expensive hardware failure. He continued his diagnosis and identified a potential software problem area and began to analyze the problem in greater detail. He then noticed a secondary software issue of more immediate concern and created an enhanced solution to address both problems. He was very proficient in all aspects of my computer network environment including the Operating Systems and application software, Dell and IBM computers and printer, as well as my wireless LAN.

Lastly, Russell made new software security and Internet browser recommendations to improve the future performance and reliability of my home/office personal computer environment. He downloaded and installed the new software upgrades as he explained their advantages to me. I found Russell's pricing to be very reasonable and the computer and LAN improvements he made have been very reliable.

I am very happy to have discovered his services and would recommend Russell to anyone experiencing computer problems of any type. Please write or call me at either number below if you would like to discuss Russell's capabilities further.

Sincerely,



Michael Peters
Managing Director
Whitespace Consulting Group

