

August 4, 2023

Mr. Jon Ongtingco
SOHO Data and Voice
445 Windy Hill Road
Suite 100
Marietta, GA 30060

Dear Jon:

Situations sometimes arise in business that are unforeseeable, but that can bring the business to a grinding halt. It was impossible for me to imagine that, overnight---like a light switch being turned off---I would be unable to email any of my clients who primarily use a Gmail account. Talk about disruption to one's business!

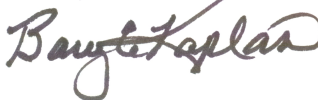
I forwarded you a sample of the bounce notices I was receiving. You immediately knew what needed to be done to fix the problem. Even though you were leaving to go out of town, you promptly arranged for one of your technicians to handle my issue.

With minimal impact on my time and schedule, your tech accessed my email server and fixed this issue. Importantly, there was no measurable downtime or other impact to my business email system. Communications from your technician were prompt and easy for me to understand.

Jon, I want to say "thank you" for having my back, and for keeping one of my Firm's primary client communications channels open. I value and appreciate your expertise, and the speed and professionalism you bring in supporting my business.

Most Sincerely Yours,

Kaplan Intellectual Property Law, LLC



Barry E. Kaplan