

February 2002

To Whom It May Concern,

Re: Titan Internet Ltd - Testimonial

Our product, *WebReaper*, is one of the leading offline browser tools available, and as such the number of downloads from our website is very high. With an average well in excess of 10,000 page requests and 8GB of downloads per month, finding a reliable ISP able to provide the bandwidth we require at a reasonable cost proved extremely difficult. Having tried various companies world wide (including ones in the UK, US, Germany and Canada) none were able to give us the connection speed & uptime we expected at a price we were prepared to pay. *Titan*, on the other hand, have fulfilled – and exceeded – our expectations.

Since since hosting with *Titan*, we've been able to concentrate on our content and products, and leave the technical details of the webhosting to the experts. Uptime is nothing short of phenomenal – in the last 12 months not a single customer has reported problems with their downloads, and the only site downtime we've been aware of has been whilst the server was upgraded to improve our connection speeds – and that totalled less than an hour!

Titan's strongest asset, however, is undoubtedly the incredible commitment to support. Questions are answered at practically any time of day or night, and the turnaround on new domains or site alterations is usually within minutes. Unlike most hosting companies, support e-mails do not disappear into a 'black hole' never to be replied-to, and telephone support is superb (with no dreaded 'hold music'!) – the enthusiasm and technical expertise shows through with every contact.

Having hosted our sites with *Titan Internet* for several years now, I would not consider any other company to take responsibility for our internet presence. I would recommend *Titan* wholeheartedly to anyone, be it for business application or personal webspace.

Regards,

Mark Otway

Director, Bluebeam Ltd.