

Andy Peterson
1240 Conestoga Way
Norco, CA 92860

February 26, 2002

Dear Sir or Madam,

I am most pleased to write a character reference for Jim Goldbloom.

I have known Jim since he and I began working together at Verio, Inc. He worked in the role of a Senior Customer Engineer within the Engineering organization I was Director for at Verio.

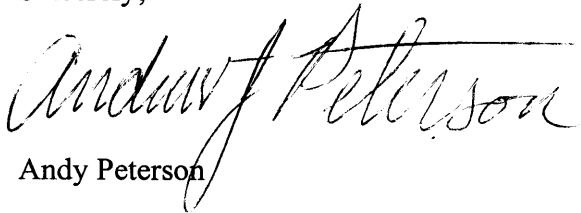
As a Director of Verio Customer Engineering, I watched Jim play a leadership role in writing system tools and scripts for the department. As a programmer, he is very thorough in his documentation of his work products.

He was critical in developing training benchmarks and guidelines for our Customer Service Organization, and was also the principle designer for updating workflow processes within Customer Service to improve overall operations and inter-departmental relationships.

I have witnessed Jim's work ethic and have always been impressed with his commitment to his work, and his ability to be a significant contributor in anything he works on. He has always been a tireless worker, is always positive, appropriately critical and dependable in what he does.

I am sure that whoever hires Jim will find him to be a valuable employee as well as a pleasant person to work with.

Sincerely,

A handwritten signature in cursive script that reads "Andy Peterson". The signature is written in dark ink and is positioned above the printed name "Andy Peterson".

Andy Peterson