



August 15, 2008

To Whom It May Concern:

Bob Hayes Inc. and Hayes Field Services, LLC provides pipeline design work, third-party safety and inspection services, safety training, and Operator Qualification training for the Petroleum Pipeline Industry. I manage all of our company's Operator Qualification records. ISNetworld had been instrumental in this process. I am able to submit my employees' Operator Qualifications to all of my Owner Clients with just a few simple clicks in the ISNetworld system.

I would like to express my appreciation for the ISNetworld Customer Service Team. When I took over our ISNetworld account, the information that was in our account was lacking. I called ISNetworld's Customer Service Team, and they walked me through the steps I needed to take in order to get our information up to our Owner Clients' standards. Their customer service is absolutely outstanding, and I have been extremely impressed with their dedication and professionalism.

ISNetworld is an indispensable tool for Bob Hayes, Inc. The system functionality allows me to manage and submit all of my safety statistics, safety programs, Operator Qualifications, and training information in one central location. ISNetworld makes my job so much easier, and I cannot imagine my job without it.

Sincerely,

Marcus Alexander
Training Administrator
Bob Hayes Inc./Hayes Field Services, LLC
(405) 753-4140