

May 1, 2012

Re: Javier Naranjo

To Whom It May Concern:

Javier has been working for Consona and previously SupportSoft.

During his tenure he has performed his job well and in a professional manner. He has been responsible for the following activities during this time.

- Technical responsibility in Iberia region for SupportSoft tools including desktop automation support and ACS for CPE management. He has worked specifically with Telefónica in helping them work with our software solution in the residential and SMB market.
- As System Engineer his responsibility included supporting the EMEA region in helping with product demonstrations and know-how for potential customers and partners.
- Managed the Telefónica account through partnership with IBM. Account management responsibilities included:
 - Successfully managing and obtaining true-ups orders on a timely basis.
 - Work with finance in the invoicing and collection process.
- Involved with Consona cloud deployment and was involved in creating and managing the virtual infrastructure at Amazon Web Services, modeling it for internal use in demos and final projects environments.
- In general helping create a "bridge" to the Spanish speaking Europe market.
- Matured from a senior solution engineer role to a combination of regional Account Management and Technical Account management.

Javier was a dedicated and valuable contributor to our company.

Sincerely,

A handwritten signature in black ink that reads "M. J. Dave".

Mehul J. Dave'
Vice President, International Operations
Consona Corporation