



February 11, 2010

Matrix Business Capital
401 East Ocean Boulevard, Suite 440
Long Beach, CA 90802

Attention: Mr. Brian Acosta

Dear Mr. Acosta:

On behalf of Simple Signal, Inc., I wish to apologize for your one hour loss of telephone service this past Thursday, February 4, 2010. As most carriers, we constantly strive to have the most reliable and secure network in telecommunications. That being said, and because of the dependency on the internet, the risk of a cyber attack is inherent in today's world. Like most other carriers, we are diligent in doing whatever it takes to mitigate such risk. Please convey our sincere apologies to your customers as well.

I have provided our automated communication to you that describes the network attack and the duration of the outage (one hour.) Further, the "this number is no longer in service" recording was erroneous and was a product of the cyber attack. It had nothing to do with Matrix Business Capital. Your Company is in good standing with Simple Signal.

Should you want additional information or explanation, I'll be happy to provide it to you. Thank you again for your patience:

Reason For Outage (RFO):

Simple Signal's Session Border Controllers (SBC) experienced issues with call processing due to a DoS (Denial of Service) attack. The DoS attack impacted the primary followed by the secondary Session Border Controllers (SBC).

Simple Signal and its vendor are monitoring the traffic on the SBC's on an ongoing basis to detect any unusual DoS activity and to take preventive measures against any future DoS attacks.

All service has been fully restored as of 1:17pm MDT, 2/04/2010.

ID: 1011

Location: Denver, CO & Irvine, CA

Date/Time of Interruption: 2/04/2010 12:17pm MDT – 2/04/2010 01:17pm MDT

Description of Interruption: Call processing and phone registration was affected.

We appreciate your cooperation and understanding. If you have questions regarding this maintenance event, please contact the Simple Signal Support Department, e-mail: support@simplesignal.com or telephone: 1-303-242-8616.

Best regards,

/s Preston Wilson

Preston Wilson
Chief Operating Officer
Simple Signal, Inc.

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