



## George H. Bodman, Inc.

13 Kingwood Villas Ct. • P.O. Box 5758  
Kingwood, Texas 77339 • Kingwood, Texas 77325-5758  
Office (281) 359-4006 • Fax (281) 359-4225  
1-800-286-6069 • E-Mail: blrcldr@aol.com

August 30, 2010

ISNetworld  
3232 MCKinney Avenue, Suite 1500  
Dallas, Texas 75204

To Whom It May Concern:

George H. Bodman, Inc. is a technical services organization specializing in Boiler Chemical Cleaning of low and high-pressure boilers. We work in the utility, paper mill, refinery and petrochemical industries.

We have been asked to give you our experiences with ISNetworld.

George H. Bodman, Inc. has been a member of ISNetworld since 2008. We did not join ISNetworld voluntarily - a client we were associated with told us we needed to become part of ISNetworld if we were to do business with them. We then began the process of working with ISNetworld.

In the beginning, we were not excited about this because we were told we had to complete the Management System Questionnaire. We thought it was a daunting job. However, we did it.

Our feelings have changed!!! ISNetworld has become a company we look forward to dealing with. Anytime we have a question and don't know the answer, we call and someone is always willing to "walk" us through our problem. We have called sometimes 3 or 4 times in one day for help.

The Customer Service end of ISNetworld is great - every representative we have dealt with has been courteous, patient, and willing to help. We like the fact that we can call any time of day or night and we will always get help.

ISNetworld turned what we thought was a negative into a great big POSITIVE.

Sincerely,

Janet M. Bodman - Director  
George H. Bodman, Inc.