

Prague, September 5, 2006

## Letter of reference

This is to confirm that COMARCH has been successfully providing network services for Ahold Polska since September 2004. I would like to emphasize the proficiency of COMARCH's Supervision and Service Centre.

In first stage of the project COMARCH took over the comprehensive management of Ahold's WAN in Poland and the maintenance of WAN network equipment. In second stage of the project Ahold upgraded to MPLS WAN network where monitoring and servicing was included in the services. Since then WAN network services has been replaced with LAN network services and under COMARCH management left part of headquarter WAN network. At present the LAN network is under constant round the clock supervision of COMARCH's engineers. Together with the Ahold network specialists, COMARCH is carrying out the optimisation works to adjust the network's transmission and quality parameters to the current needs.

Under the agreement COMARCH monitors headquarter WAN equipment and all manageable LAN equipment online and provides maintenance services. COMARCH specialists diagnose WAN and LAN equipment to prevent failures of critical components and to minimise network downtimes. An important element affecting the improvement in security is periodical verification of software consistence and errors on the routers and their removal in accordance with the manufacturer's recommendations.

The integral part of the agreement is the provision of services related to optimisation of LAN / WAN's efficiency and quality parameters. As a solution to the problems with WAN / LAN operation, COMARCH runs HelpDesk using the services of COMARCH's Supervision and Service Centre.

Deployed administration and monitoring system is based on a full outsourcing model. When awarding the contract the fundamental asset of COMARCH was the high level of SLA parameters and flexibility in their selection. This approach to the project has enabled the Ahold to become independent of the telecommunication operator, which allows the optimisation of possessed structure in terms of costs and quality and improves the quality of used solutions.

Yours faithfully,

Aleš Brůna

IT Infrastructure Manager

Ahold Central Europe

A handwritten signature in black ink, appearing to be 'Aleš Brůna', written over the typed name and title.