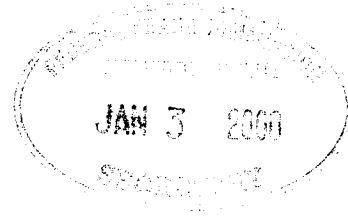


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January 3, 2000

Mr. David Medine
Associate Director for Financial Practices
Office of Consumer Protection
Federal Trade Commission
601 Pennsylvania Avenue N.W.
Washington, D.C. 20580

Dear Mr. Medine:

I have recently read that the Federal Trade Commission is looking for volunteers to help advance privacy and security online. The New York Times stated that you will be choosing an advisory committee to evaluate industry efforts and help define security standards for giving consumers access to the information that has been gathered about them. It further said that you are hoping to put together a group of about 30 people who represent a broad spectrum of business and consumer interests to sit on the Advisory Committee on Online Access and Security.

With this letter, I hereby nominate a working professional in the business of online access and security: one of my most knowledgeable clients, Mr. Michael Tarwater, CEO of e-trieva.com, inc.

Let me begin by giving you a brief background about e-trieva.

e-trieva.com, Inc., with offices in Naples, Florida and Arlington, Texas, provides households and small businesses with a safe, easy to use, and cost-effective method of backing up and restoring mission critical data.

Most small businesses store data on personal computers. Examples of mission critical data are client or customer information, financial data, inventory data and

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transaction information. Typically, small businesses do not regularly backup or archive their data. The primary reason that data is not backed up is due to the time, complexity and expense of performing the archive operation. Furthermore, in most small businesses, no one individual is given this responsibility. If data is backed up, these archive files are rarely stored off-site. The obvious risk of not backing up mission critical data is the loss of this data due to hardware failure, a PC virus or a disaster strike.

e-trieva.com solves this problem by providing an Internet-based E-archiving service called **e-trieva backup**. This service allows subscribers to automatically backup or restore their mission critical data to or from a secure location on a e-trieva.com file server. This service will be distributed directly from access to e-trieva.com's web site (www.e-trieva.com). Customers subscribe to the service using their VISA, MasterCard or American Express credit card account.

e-trieva is presently offering two groupings of products: *consumer storage services* and *corporate storage solutions*. Within consumer storage services, there is e-trieva **Backup** and e-trieva **nuclEus**. Under corporate storage solutions they offer **Backup**. Upcoming offerings include: a Storage Area Network (SAN), within e-trieva corporate storage solutions, capable of plugging seamlessly into ASPs.

You may be interested to know that Mr. Tarwater has instituted a unique security policy for e-trieva that ensures data privacy. This policy is thorough and unrivaled in the marketplace:

e-trieva.com, inc. does not and will not share personal information, business information, or delve into the content of the information users store. e-trieva will not even sell aggregate information about our customers. e-trieva will not do data mining or Web cruising. e-trieva does not use cookies. Privacy is privacy.

As evidence of Mr. Tarwater's regard within his industry, recently he was nominated and accepted to be on AT&T's IP Advisory Council. This is a forum for business and industry leaders who have deployed unique IP implementations within their organizations, and have done unique adaptations of AT&T IP technology. AT&T looks for Advisory Council members to share ideas and create synergies in a council format in order to look for additional opportunities to cross-pollinate and build business relationships.

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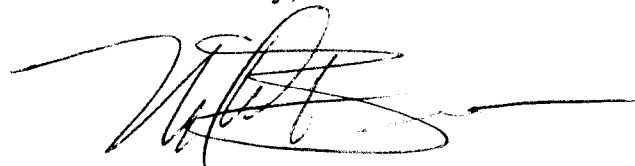
Michael Tarwater was educated as a Computer Information Systems professional at the University of Missouri and Central Missouri State University and has over 15 years of extensive product design, technical support and project management experience in the information services industry.

Mr. Tarwater brings to e-trieva.com an extensive knowledge base and valuable experience gained from several key management roles including: Director of Technical Support and Customer Service for WORLDSPAN—the airline reservation and information system owned jointly by Delta, TWA and Northwest Airlines; Director of Information Systems for DSI Laboratories, Inc.—a wholly owned subsidiary of the NCH Healthcare System; and Senior Project Manager and Technical Consultant for Systems Software Associates—where his experience and talents benefitted organizations such as Movado, Avon International, Newark Electronics and others.

Michael Tarwater is currently a member of the Board of Directors of Rivette and Associates, a consulting organization to the information and communications services industry. In addition, Mr. Tarwater works as an Independent Consultant to numerous organizations in the communications, real estate, mortgage brokerage and information processing industries. His work with these organizations includes network systems design and integration, information management, legal compliance issues, and day-to-day information processing operations.

Thank you for your consideration in this matter. If you have any further questions, or if I may be of any assistance in your selection process, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Berns", with a long horizontal flourish extending to the right.

Michael H. Berns

MHB/dv