



James Wicks
Direct: 816/374-3386
Fax: 816/855-3386
james.wicks@bryancave.com

May 2, 2016

Re: Recommendation of Jeffrey L. Johnson of Quantum eDiscovery

To Whom It May Concern:

I am Counsel in the law firm of Bryan Cave, LLP, in the firm's Kansas City, Missouri office. I received my law degree from Harvard Law School in 1987 and practiced law for a number of years in New York City. I have been with Bryan Cave's Kansas City office since 2007.

On October 6, 2014, the Circuit Court of Jackson County, Missouri, at Kansas City entered an order appointing Bryan Cave partner Robert M. Thompson a Special Master in a civil case captioned *USA 800, Inc. v. Republic Telecom Worldwide, LLC*, Case No. 1316-CV17151. USA 800 had sued Republic for payment on a service agreement under which USA 800 was to provide call center services for Republic. The agreement also required USA 800 to record all calls it answered for Republic. The October 6, 2014 order gave Mr. Thompson authority to resolve all outstanding discovery disputes in the case, the foremost of which was USA 800's inability to respond to Republic's discovery requests seeking information about when a number of the calls USA 800 had recorded for Republic had been purged and whether they could be recovered.

I assisted Mr. Thompson to perform his Special Master tasks. Our first step was to seek out the help of Jeff Johnson and Quantum, e-discovery and computer forensics experts who were highly recommended by other lawyers in my firm. I worked closely with Mr. Johnson for a number of months, and I found his work to be meticulous, painstaking, and thorough. In the end, Mr. Johnson and Quantum were able to identify records of 16 million customer calls and 6.6 million deleted and fragmented .WAV files of calls on an image of USA 800's server, and Mr. Johnson was able to identify a significant portion of those calls as having been received on behalf of Republic.

Mr. Johnson uploaded the pertinent files and a handful of usable audio files to a secure website so the parties and their counsel were able to inspect them. Amazingly to me, Mr. Johnson was also able to confirm when USA 800 had changed retention policies, how often current audio files were being overwritten by new files, and how likely it was that further efforts to recover usable audio files would yield results that would justify the expense to the parties in the case.

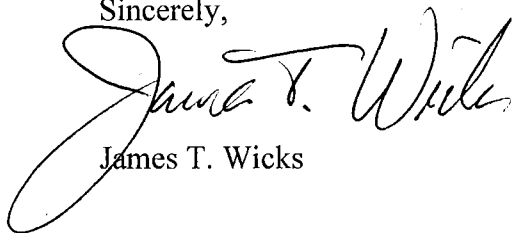
I found Mr. Johnson able to work long hours and to perform very well under tight pressure. He made every court-imposed deadline with time to spare, dealt directly, respectfully, and neutrally

May 3, 2016
Page 2

with the parties in the case, and understood and flawlessly performed his role as an advisor to the Special Master and the court rather than an advocate for a party. He was also able to adapt the technology at his disposal to the limited resources of the parties. On top of his technical excellence, Mr. Johnson was a pleasure to work with, always collegial, congenial, and willing to patiently explain things to those of us who did not share his expertise.

I would not hesitate to recommend Mr. Johnson or Quantum for any e-discovery or computer forensics project. If I can be of any further assistance or can answer any questions, please do not hesitate to call me at 816-374-3386.

Sincerely,

A handwritten signature in cursive script that reads "James T. Wicks". The signature is written in black ink and is positioned above the printed name.

James T. Wicks