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**The Tenant's Advantage**  
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January 16, 2013

Blair Brookins - President  
iTel Networks  
1123 Park Overlook Dr.  
Atlanta, GA 30324

Re: JDA Software  
Atlanta, GA

Dear Blair,

I just wanted to send you a quick note of thanks for all the work you and your company did in helping me with the buildout and relocation of the above referenced Client. I never knew at the beginning of the project, when I originally contacted you for some pricing information and some direction on Video Conferencing, that the scope of work was going to evolve and become as complicated as it did.

You were gracious enough to give me pricing and guidance on systems and equipment that I had not used before and your pricing was extremely competitive and thorough. However, what impressed me the most about you and your firm was the commitment to stand behind your work as well as your pricing and to respond to the requests and requirements of a very intense and "hands on" Client. Your communication with me, the General Contractor and the Client was extremely consistent and your follow up was extremely timely.

While your scope of work continued to expand over the course of the project and increase in complexity, you never backed away from anything other than committing to making sure it was going to be a good job for me and my Client.

I can't tell you how much that was appreciated. This was a tough project and you accepted each challenge thrown your way. I also need to point out that many of the challenges had nothing to do with your firm or the scope of work you had agreed to...but you accepted each one and you continued to focus on the bigger goal...a satisfied Client.





Blair, that type of work ethic and performance is sorely missing from our industry. I am just grateful that I have found it in you and iTel Networks. You've made me a raving fan and long term customer.

"Thank you" falls woefully short of how much I appreciated all of your effort.

With my sincerest thanks and appreciation,

A handwritten signature in blue ink that reads "Bob Cloyd".

Bob Cloyd  
Vice President – Project Management