



10/1/2015

OpDecision, LLC
660 Second Street Pike, Suite 200
Southampton, PA 18996

Dear Galen, Terry and Company:

On behalf of Cleveland Brothers, I wanted to take a moment to express my team's gratitude for your services. We do not typically take on projects with companies who claim to manage and optimize wireless accounts. We had been involved with such a company in the past and found that we did not get what we expected from the partnership.

Your company exceeded our expectations. You laid out cost savings goals and exceeded them. You kept us on top of lines with no usage and forced our eyes on the bills each month in a very meaningful and methodical way. We have a better handle on the billing side of our wireless accounts than any other time in recent memory.

We will be continuing to use your services beyond the initial contract. We do not want to lose the industry knowledge – especially the unpublished plans and discounts that you used on our behalf to save us over 30% over last year's wireless bills. We are very happy with the services provided and look forward to continuing the relationship.

Sincerely,

A handwritten signature in blue ink, appearing to read "Cammie Seiders", written over a circular scribble.

Cammie Seiders
IT Manager
Cleveland Brothers
5210 Paxton St
Harrisburg, PA 17111

Cleveland Brothers Equipment Co., Inc.

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Harrisburg, PA 17111
1-800-482-2378

4565 William Penn Highway
Murrysville, PA 15668
1-888-232-5948

Altoona ● Bellefonte ● Blawnox ● Camp Hill ● Chambers Hill ● Clarksburg, WV ● Clearfield ● Cranberry Twp. ● Erie
Frackville ● Indiana ● Lancaster ● Lantz Corners ● Manada Hill ● Mansfield ● Milesburg ● Mount Pleasant
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