



To Whom It May Concern:

We wanted to send out a letter of thanks for your recent work with us on cutting our expenses on our cellular accounts. OpDecision proved to be a tremendous asset in helping us dramatically reduce our AT&T wireless spend.

One of our biggest concerns was the time commitment that this project would entail from our team. We were pleasantly surprised that you were true to your word, and it took us no more than a couple of hours together to identify the costs savings and implement the cost savings changes and strategies.

Outside of being a tremendous resource on reducing our international spend, we were also impressed with your knowledge of "best-in-class" pricing for voice, data and text rates. Through your knowledge and relationships with the carriers, you were instrumental in helping us improve what we thought was the best and final contract offer we could procure from AT&T. Your assistance enabled us to increase our discount levels and take advantage of rates we would never had knowledge of or access to. This helped to lower our billing in a matter of weeks (beyond what had taken us months to negotiate for).

Thank you again, and we look forward to working with you on the next project as we come close to renewal time with AT&T.

Regards,

A handwritten signature in cursive script that reads "Shane Hicks".

Shane Hicks