



Financial Trust

January 25, 2012

Dear OpDecision:

I wanted to take the time to thank you with your assistance in reducing our costs on our AT&T and Verizon Wireless Services. RAIT went into this project with guarded expectations. We were surprised and excited based on the findings and results of your efforts. Our biggest shock was that you had an ability to use unpublished pricing as well as increase our discount levels without committing to a new agreement.

The other area that we have greatly appreciated is your ability to assist us in reducing our international mobile costs. Through your team's knowledge of specialty pricing and ability to review our invoices and identify what the best plans would be for each individual user we have consistently seen a consistent reduction on our bills that continue month after month.

The last area I wanted to touch upon was your ability to assist with having large international billing charges credited on our account for those users that did not notify us they were travelling internationally. The most recent efforts alone was able to achieve close to a \$2,000 credit for a user traveling internationally (without alerting IT to their upcoming travel).

I wanted to take the time to express our thanks for your efforts. We look forward to continuing our relationship going forward, and will share our positive experience with clients and vendors.

Regards,

A handwritten signature in black ink, appearing to read 'Brian Bozeman'.

Brian Bozeman

Director of Technology and Information Services

RAIT Financial Trust

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