



**PATRICIA A. O'HARA**  
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Drew Polin  
OpDecision  
13 John Singer Sargent Way  
Marlton, NJ 08053

Dear Drew:

I wanted to write and thank you for the outstanding work you have done for Loeb & Loeb. Your knowledge of the industry and ability to maneuver the bureaucratic obstacles we faced with the wireless carriers have proven to be a great financial and operational benefit. You have saved us time and money. Specifically, so far, we have realized a 34% savings with Verizon and approximately a 56% saving with AT&T. Your approach was very systematic and easy to follow. Your analysis and auditing process allowed us to keep our existing carriers but hold them to a more aggressive discount plan. I am anxious to continue to utilize your managed services, in the hope that we can offer our users the connectivity they need in the most cost effective way.

I appreciate the work you and your team have done for us and look forward to working with you in the future. I would be happy to serve as a reference for you in the future should the need arise.

Sincerely,

A handwritten signature in black ink, reading "Patricia O'Hara". The signature is fluid and cursive, with a long horizontal line extending to the right.

Patricia A. O'Hara  
Chief Information Officer