



Dave Holtz
Vice President –
Operations Control

Delta Air Lines, Inc.
P.O. Box 20706, Dept. 019
Atlanta, GA 30320
T. +1 404 715 0179
F. +1 404 773 2218
M. +1 404 316 9515
david.holtz@delta.com

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Reference: Russ Bassett Corporation

To Whom It May Concern:

In 2008 we were tasked with expanding our Operations Control Center (OCC) from 182 desks to 254 desks to prepare for the merger between Delta and Northwest airlines.

To be completely honest the primary reason we reached out to a handful of other vendors was to meet our Supply Chain requirement for bids. We had been with the same vendor since 1995 and had very little intention of changing vendors that is until we met Peter Fink.

Peter and his team of professionals were by far ahead of the class when it came to listening to our needs and providing solutions. Every concern we had was addressed in an expedited manner, from CPU ventilation, to task lighting to leg space, whatever it took, the team offered solution after solution.

By reaching out to Peter and inquiring about the work consoles you are already headed down the path of a successful *partnership*. Undoubtedly you will research other vendors and there are some good ones out there but it is our opinion it will be very difficult to find better *quality, customer service* and *partnership* than you will receive from Peter and his team. If they tell you they will do something they do it! Our partnership continues four years after signing the contract; they will not treat you any differently after an agreement has been reached than they do today trying to earn your business.

Quality of the consoles has been nothing short of outstanding! We have entered into our fourth year since the installation of our 254 sit-stand consoles and are very pleased to report there have been ZERO significant issues. Our center operates 24x7x365 and is filled to 90% capacity everyday. We have a mix of large and medium cockpit consoles as well as a handful of linear consoles. All look like they are brand new, again a credit to Peter and Linn Steinbeck, EVP of Operations.

As you continue to evaluate other vendors ask yourself, Will they be responsive? Will they be available AFTER the installation? Will they listen to my needs and offer solutions? Will they deliver a quality product that exceeds my expectations? The answer to these questions is YES Peter, Linn and team will.

If you have any questions or concerns please feel free to contact myself, David.Holtz@Delta.com or Tom Burns (OCC renovation Project Manger) Tom.Burns@Delta.com.

Best of luck with your endeavors.

Sincerely,