



June 27, 2012

Peter Fink
Russ Bassett
8189 Byron Rd.
Whittier, CA 90606

Peter,

I understand you're in competition for some new business. Please feel free to share our experience at United Airlines. As we first planned the relocation of our Operations Control Center from Elk Grove Village to down-town Chicago, our consultant recommended 5 console manufacturers. Your company was on the list and when we visited all 5 in early 2010, we returned to Chicago with a clear ranking of which supplier had the superior product.

The subsequent RFP and response put us in the enviable position of having a single manufacturer provide the best quality at the best price. Using one of our largest competitors, who just happen to be another customer of yours, we were able to get a good benchmark on user acceptance, quality of installation, time-line adherence, overall quality and support.

You provided a prototype for our employees to experience prior to installation and the reports were overwhelming favorable. After United announced the merger with Continental, we were quite pleased to learn that during the delay needed to redesign the expanded project, you listened to the suggestions and recommendations of our employees to completely redesign the furniture according to their wishes. You provided a better workstation and a better price making us all winners. Your team has been helpful throughout the planning design process as well as installation and support.

After a successful and on-time installation, we have been operational for nearly 30 days. Any issues our employees have experienced using the 341 workstations deployed, have been rectified swiftly and professionally. You run a good factory, making a quality product that you personally stand-behind. We are more than pleased.

A good experience and I'm glad to provide a recommendation stating such.

Thank you,

A handwritten signature in black ink, appearing to read "Joe Vickers".

Joe Vickers
Managing Director
United Airlines Network Operations Center