



SOUTHWEST AIRLINES CO.

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June 22, 2014

Peter Fink
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Peter,

I wanted to take a moment to describe the outstanding experience that Southwest Airlines had with your company during our recent purchase of 250 sit/stand work consoles. You and your staff did a great job of ensuring that our new Network Operations Control (NOC) facility was ready with your workstations on time and that we were fully satisfied with the product.

In 2013, we put out an RFP to several vendors for sit/stand work consoles for our new NOC. Your team supplied the required demo product and installers and made a very strong presentation to our Sourcing Team in Dallas. Following that demo, we refined our requirements and scheduled a trip to Whittier to see your manufacturing facility and further discuss the design of a console.

The visit to Whittier was amazing to say the least. After touring your facility in the morning, we went to the show room and looked at several different designs. Our group was able to 'cherry pick' the features we liked from your products to customize the design you were recommending to us. While we were at lunch, several of these design changes were made to the demo unit so that when we returned from lunch, we were able to see the changes. The ability to make these changes so quickly was very impressive and expedited the process of reaching a final proposal.

While the RFP and trip to Whittier were in progress, we also made several trips to other air carriers to see their operations centers. During these trips, we discovered that many of our competitors use Russ Bassett work consoles. The employees in these centers could not say enough good things about their experience with your company—every one of these described the initial purchase and follow-up support as exemplary.

Based on your proposal, our experience at your facility, and the recommendation of our peers, we chose Russ Bassett to provide the work stations in our new NOC. The final negotiations went very smoothly and your team continued to work with us on the final product, right up until delivery. It was a very collaborative effort.

In February of this year, your installation team began installing our new work consoles. They produced a schedule, which you were able to adhere to in spite of some last minute changes. The work was completed on time and on budget. The little post-installation support we have required has been outstanding and we feel that we work with your company as a partner, instead of the traditional vendor relationship.

Your product is exceeding our expectations and the support we have received has been better than expected. As the leader of the design and build-out team, I wouldn't hesitate to recommend your product and your company to anyone. Thank you to you and your team.