



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER

May 13, 2020

Mr. Peter Fink, President
Russ Bassett Corporation
8189 Bryon Road
Whittier, CA 9060

Dear Mr. Fink:

On behalf of Valley Communications 911, I want to take this opportunity to express our appreciation to you and the Russ Bassett team for forging an incredible partnership that began as a furniture request for proposal (RFP) process in 2016 to replace our communication room furniture.

You and your team worked diligently to create a furniture design that was truly tailored for our Telecommunicators. We had over 20 customizations in our final design, which are now all standard features in the Russ Bassett product line. This is truly telling of your company's commitment to your customer's needs, providing product functionality for a 24X7 operation, and dedication to product quality.

Our furniture installation was a live cut over for a PSAP that handles over ½ million calls a year. Your teams' attention to detail, coordination with electrical contractors, facilities management, and understanding of a public safety environment made our transition extremely smooth. The team accomplished this transition on schedule with no interruptions to our dispatching operations.

The customer relationship with Russ Bassett has only grown. The customer service that Russ Bassett has provided, has been incredible. What you promise and commit to, you deliver on time and in budget.

Thank you for delivering an outstanding quality product and unmatched customer service.

Sincerely,

Kristin Meitzler
Technical Services Manager