



Dear Richard Arteaga and Sam Naficy,

My name is Tom Chapman and I'm a Subway franchisee in the Dallas Fort Worth area. While in Toronto at the Subway Convention, my wife and I purchased four DTT systems. I must admit I was a little naive about what would happen next as the purchase part was quite easy. I do have a few stores up on one of your competitor's equipment and must admit there was some struggles when it came to the installations.

I wanted to email you today so that I could extend a few words about the installations, but most importantly the gentlemen (Pete Torres) who actually performed the work. Pete called my wife and me to schedule the installs and much to our surprise we were extremely please to see he could schedule something that fit our timetable rather than showing up at the store and notify us. There were a few minor glitches, which I would expect with any installation, but the professionalism, courtesy and customer service he presented went well beyond the norm to address each and every installation. He worked around the clock and never interrupted the store business one time. I even have one store that opens at 6am for breakfast and he worked his schedule to fit our needs.

He was very patient and took whatever time I needed to understand the system set-up and how to administer the software for future needs. I'm not a very young man and one thing I really appreciate is working with someone that has a great work ethic; a very rare thing to find in business employees today. I truly hope he his talents are recognized, because he has not only left a positive impression on me, but additionally left us with high regards for your company.

I'm sure we will enjoy using your system and as a member of Subways Local Strategic Planning Committee and a Board member of the Local FAF (advertising) Group, I plan to spread the positive experience.

Thank you for your time.

Sincerely,

Tom Chapman
Subway Franchisee
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