



Date: 11/15/09

To: DTT Surveillance

Attn.: Nevil Desai

RE: DTT Service recommendation

We would like to thank you and your staff for an outstanding service for last several years. It is great to have you as a service provider where Sales process was straight forward and well communicated with other departments to move faster based on our requirements. Appointed technician was knowledgeable with regarding camera installation & configuration process. We've also used support few times and mostly all issues were resolved in timely manner.

With having DTT, it has helped us resolve the following major issues in the past and also great tool for ongoing restaurants operation: Employee related issues such as stealing cash out of register\change bag, giving away free food to friends and family. Operation related issues such as not greeting customers, not making sandwich properly, not preparing food properly, and not charging orders correctly. It also helps us for the security reason, for safety of our employees in case of any unusual event, since we always have person who monitor and gives us status. In short, our employees know we watch every moment and they call it Subway TV!

Overall, we're happy with this service and in near future, looking forward to have additional feature of DTT access via new generation touch screen phones!

Sincerely,
Mrudang Patel (owner)

Subway Sandwich Shop
628 Parker Road, Fairfield, CA

Subway Sandwich Shop
700 Main Street, Suisun City, CA