



11/23/09

Mr. Paul Hunter,

Wanted to drop a line and let you know how pleased with our DTT systems in our stores. Having the ability not only to watch over the stores in real-time, but also reviewing shortages or issues is invaluable. Besides the viewing features I'd also plug the value of the Smart-Audit feature. We love it, and we've customized the criteria to be observed, in fact, we use it as a manager bonus tool based on the un-biased observations. I'd recommend it to any potential clients or franchisees you may have. Of course it helps tremendously to have the audio feature to isolate customer employee misunderstandings, and we use it for training too. Can't say enough about it.

However, I'd give the highest rating or feedback on the level of service we get from tech support, the customer service department and you. To me, having unlimited support is huge, and it has paid off for us after a couple of recent thefts. Don Boyle specifically, has helped us on multiple occasions when we needed assistance taking camera footage to the police...and we caught the burglar in the end.

Thanks again for the support and have a great Holiday Season!

Sincerely,

A handwritten signature in black ink, appearing to read "M. Kelly Mayhew". The signature is fluid and cursive, with a large, prominent "M" at the beginning.

M. Kelly Mayhew

RDA Inc.

727.525.5045