



Subway 1036 and 1653

December 30, 2009

Dear Paul,

Just a quick note to let you know how please I am with DTT system in my stores. It brings an added sense of security for my employees as well as myself. The police had to view the footage and we've made CD's for them. They would like to see more store fronts my areas install the system. Just recently, the barber shop had a robbery. You ca see the man get out of his truck, look inside SUBWAY, and within 2 ½ minutes robbed the barber shop. They have no cameras, but because of night vision the police got a good description of the man and truck!

I especially like being able to view the stores while I'm not there. It helps as a learning tool when I follow up with an employee to point out what could have been different for better customer service.

The best is when I do have to call for help, everyone is able to walk me through any issue I may be having. And believe me, I am not the best with computers and everyone is SO patient and helps until I understand.

Well, thanks again for all your help.

Wishing you all a very Happy New Year!

Sincerely,

Nancy Garofolo
Nancy Garofolo