



December 30, 2009

To Whom it May Concern:

I am writing this letter with regards to DTT Surveillance. I have been a customer of theirs for the better part of 2009. I am very satisfied with their performance and would highly recommend the company to other Subway Franchisees like myself and anyone running a small business that needs all the protection they can get.

I learned of DTT through the Subway Headquarters website after I had problems with theft in one of my three Subways. Their company sounded like just what I needed and they have worked closely with Subway Headquarters to adapt the surveillance system to meet our specific needs.

The sales staff was very prompt and efficient when I initially contacted them. My salesman, Nevil, has followed up with me on numerous occasions and always went out of his way to be helpful. I appreciate the courteous customer service very much. He has helped me get exactly what I needed in my stores.

The installation went very well when we got all three stores up and running. The installer, Ish, definitely knows what he is doing and explained a lot to me as we went along during that time.

The support crew has been there for me as well. I had to call them a lot at first to get set up for remote access and a few other items along the way and they also are very knowledgeable and helpful.

I am using the SMART Audit and POS interfaces in all three stores and I can say that the theft has come to a stop. For that I am grateful. I look forward to reviewing the weekly audits and I spot check with the POS interface all the time.

Overall, I am very happy with the decision to incorporate DTT Surveillance into my Subways. I would recommend them as a great addition to any business. They have many options and tools that benefit business owners because the bottom line is what counts in the end.

Sincerely,

Robin Alper