



5159 Federal Blvd.
San Diego, Ca 92105

3/27/08

To Whom It May Concern:

Please accept this letter as my recommendation for Competitive Edge Research & Communications (CERC). As the Manager of Process Improvement/Communication for COX, I have worked with CERC and experienced the excellent service they provide their customers.

CERC has conducted COX post call surveys since 2006. During the past two years, it has been a seamless process working with CERC. Their employees have consistently done a great job in meeting our needs.

I can recall one instance in which there was an issue with the validity of the survey responses. To the credit of CERC leadership this was resolved in a timely matter. I was impressed with the level of ownership taken, honesty and speed with which this incident was resolved. Their professionalism was and is exemplary.

For the reasons stated above I would recommend CERC. If you have any further questions or comments regarding this letter please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Jacques Ballard".

Jacques Ballard
COX
FSS Comm./Process Imp. Manager

