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June 13, 2011

John Nienstedt, Sr.  
President  
2170 4<sup>th</sup> Avenue  
San Diego, CA 92101

Dear Mr. Nienstedt:

We would like to thank Competitive Edge Research and Communication for your assistance in handling over 3,000 outbound calls for us.

Our request was unplanned and extremely time sensitive, and everyone from your executives to your callers responded quickly and efficiently. As questions arose, your team helped us find solutions that offered effective and timely resolution, and the resulting data that you provided was categorized well and easy to understand.

Thank you again for your excellent service and commitment to delivering a quality result.

Sincerely,

A handwritten signature in cursive script that reads 'Janet O'Neill'.

Janet O'Neill  
Public Affairs Director

JO:mr