



January 12, 2009

Chad Harris
Director of Operations
Competitive Edge Research Corp
2170 4th Avenue
San Diego, CA 92101

Dear Chad,

As I reflect on the just past year, I am reminded of just how many of our efforts to deliver world-class service have their roots in the project we relied on CERC to execute. By getting better information about our Customers' experiences we have been able to address operational issues that might never have surfaced. CERC was primarily instrumental in our efforts.

I appreciate your personal assistance throughout our working relationship. You have made doing business extremely easy. I have wholeheartedly encouraged my Cox Business counterparts throughout the country as well as our Residential operations in New Orleans to enlist your assistance in understanding our customers in an increasingly competitive environment.

I look forward to future opportunities to work together.

Sincerely

A handwritten signature in black ink, appearing to read "Erin J. Levins".

Erin J. Levins
Cox Business – New Orleans
2121 Airline Drive
Metairie, LA 70001

Phone: 504-304-1700