



Delta Air Lines, Inc.
Post Office Box 20706
Atlanta, Georgia 30320-6001

May 28, 2009

Mr. Peter Fink
Russ Bassett
8189 Byron Road
Whittier, CA 90606

Dear Mr. Fink:

SUBJECT: Delta Air Lines, Operations Control Center Installation

On behalf of Delta Air Lines and the entire Operations Control team please accept our sincere appreciation for the remarkable performance from you and your team over the last several months.

The Operation Control Center is required 24 hours a day all 365 days a year; we could not sacrifice on quality, durability or the opportunity to make it more ergonomically friendly for the users. Throughout our original research, visits to several other vendors and now working in the final product Russ Bassett has demonstrated they are the best partner.

From our initial contact to the visit of the "Delta" showroom in Whittier to the present, the customer service you and your organization provided well exceeded our expectations. Every step of the way you listened to our needs and always found a *solution*. There were never any excuses and never a problem you could not overcome.

As you are aware initially we had some serious concerns regarding your ability to accomplish the size of this install (254 desks) in the aggressive time frame (10 days). Due to your proactive approach on this entire project, the product quality, and attention to detail, we took the risk and can confidently say we ABSOLUTELY made the right decision.

Our new operations center is state of the art and second to none. Special thanks for a terrific job to you, Linn Steinbeck, Nathan Drake, Alan Moreno, Sasha Johnson, Ed Lopez and the countless others that made this project a success.

For future customers interested in Russ Bassett consoles we would say this, "Not the biggest, just the best!"