

Dear MWAI Partner,

Please allow me to introduce myself to our new MWAI partners and to say hello to our many customers I have already met and work with. I am John Brostrom, Senior VP of Operations and Customer Care for MWA Intelligence, Inc.

Customer Care and professional service support is the backbone of the MWAI business and as such I would like to take this opportunity to reaffirm our commitment to you as a valued customer and partner. Today's business world presents a greater set of challenges than ever before and meeting these challenges head on requires great people, great processes, and great products. All supported by a company culture that not only encourages a positive attitude but mandates full enthusiasm for the age old philosophy, "Customer is King". Always easier to say than achieve but we accept this challenge with pride!

Our team of Customer Care specialists is dedicated to supporting you with every professional courtesy as we deliver accurate and speedy results. MWAI is continuing to invest in improved product development procedures as well as sound investments in Customer Care tools. Tools allowing us to more effectively manage every call with proper documentation, open and close procedures as well as timely call backs. Service is the backbone of every business and MWAI is deeply committed to daily improvement in this vital area of our business.

Dennis Araiza is our Customer Care manager and this week Dennis has added a great new talent to his team. Mr. Lee Mark joins us with a wealth of IT/Software experience and he comes with a wealth of copier industry experience as well. We welcome Lee to MWAI where he is joined by a wonderfully talented and dedicated team.

I am pleased to share with you that MWAI has many ongoing projects that will become more and more visible to you in the coming months. Projects such as a Customer Care Portal, Web and blog exchange opportunities and we will be improving our MWAI ERP. We continue to explore other software and solutions designed to improve the MWAI experience.

Please accept my thanks and appreciation for your continued support and for the opportunity to earn your business. Feel free to contact our Customer Care Center via email at customercare@mwaitel.com, which is the best method for direction all contact to our internal team. This allows the most accurate tracking of the call process and response times.

We are eager to support you and look forward to hearing from you soon!

Best regards, John Brostrom
Senior Vice President / Operations / Customer Care



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