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To Whom It May Concern:

August 14, 2009

I would recommend to any PSAP, Experient's 911 system. I have found Experient to be adaptable to any exigency including adjustments to switches, databases and CAD systems. My present system has no problems and does what you would expect of a 911 CPE system, to just sit there, quietly and efficiently, and do its job.

I have found the staff at Experient to be extremely knowledgeable but yet able to communicate the complexity of their knowledge without rebuff and with clarity. I have found them to be very detail oriented, not leaving until the job is perfect.

Finally, I am very confident in the innovation ability of Experient to keep pace with the changes of NG911 and look forward to further collaboration with their staff in this regard.

Respectfully Yours,

A handwritten signature in blue ink, appearing to read "David G. Costin", written in a cursive style.

David G. Costin  
Director