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**Jeremiah Archambault**

Sales  
ENS  
EditNew Inc. 207 - 824 Johnson Street  
Victoria, BC. CANADA V8W 1N3

Dear Jeremiah:

To say that we would never have been able to get our network of displays up and running without your personal attention and assistance would be a gross understatement.

About 9 months ago, I inherited the responsibility of keeping our screens updated and functional. Having purchased our systems, rather than renting, I had no idea what I was getting myself into. ENS built the boxes powering our screens, but we purchased them from Best Buy – without any service agreement. Our ownership of the system meant that we were in a position where service was hard to come by... until I contacted you!

After explaining my situation, you made every effort to assist me over the phone with system reboots and reconfigurations. It didn't matter to you where I bought the box. Just knowing I was using your product was reason enough to step up and help. When phone service wasn't enough, you had me send the overheating boxes back to your offices for repairs – without expecting any compensation. Now *THAT* is standing behind your products!

Furthermore, you have educated me and spent hours trouble shooting and assisting, ensuring not only that I have a working system, but also a strong appreciation for ENS as a service partner. After this experience, I can't imagine anyone purchasing a system... rental is the way to go! How else would most companies find the services needed to keep the display system alive?

Please accept this note as a sincere thank you. I value our continued relationship and am happy to report that my system has been running very well ever since we've been enjoying your support.

Sincerely,



Brian Fryd - LEAD INSTRUCTIONAL DESIGNER & INTERNAL COMMUNICATIONS