

7-13-11

To: Dan Mulroy/Tech Ambassadors
From: Dan Blair

Subject: Letter of Recommendation

Dan, I wanted to spend a few minutes and provide you with a letter of recommendation. As you are aware, my experience with my Creston unit / home entertainment system has been very challenging over the past 4 years.

To Whom It May Concern:

When I originally purchased the Creston system, I was working with the outfit that was referred by Creston at the time. I had so many unsolved and challenging problems with our system that I was very unhappy with every aspect of the system and support level offered. That being said, I changed to another Creston referred service provider, and after spending in excess of \$15,000 to have this group attempt solve my system issues (they blamed one major issue on hardware failure, Tech Ambassadors later proved it was faulty programming), I once again was stuck with a Creston unit that was far from user friendly, not to mention the challenges I incurred trying to schedule appointments and agreed upon follow-up.

That being said, I thought I would try one more service provider before calling it quits with my substantial investment. Dan Mulroy of Tech Ambassadors was referred to me by another Creston user & personal friend and in a very short period of time Tech Ambassadors completely rewired and reprogrammed my entire system, allowing me to finally appreciate the true value of the Creston products. They have a true understanding of all aspects of home entertainment, computers, phones, networks, etc. and as a direct result of Dan and his team's approach and efforts, I can throw parties with confidence knowing my system will perform.

Dan,

Please feel free to pass along my contact info to any potential clients, as I would be happy to brag about you and your team's ability to master the system and make my experience wonderful. Additionally, you have a passion for your customers and you have gone the extra mile for us more than a few times.

Thank you & Best Regards,

Dan Blair/ CEO Labeltronix
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