



5th June, 2012

To Whom It May Concern:

Recommendation Letter

This serves to confirm that Optima (EA) Ltd installed and commissioned call management system for us which we are using for close to 10 years.

Further we confirm that we have a maintenance contract with them for call management software.

OPTIMA (EA) Ltd has been found to be locally rich and self sufficient in technical resources necessary for this maintenance. They have proved to be competent, available and reliable.

We make no hesitation to recommend them to any other organization for similar work.

Yours faithfully,

A handwritten signature in black ink, appearing to read "John Onunda", is written over a horizontal line.

John Onunda
Area I.S Manager