

Mr. John Boyens
The Boyens Group
2749 Clem Hill Lane
Nolensville, TN 37135

Dear John,

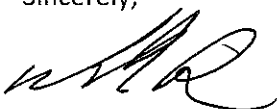
From the first time I heard you present on a recorded webinar, I knew we had to engage your services for our Organization, and I am so glad we did. The feedback on the different tools you have put together for us and the variety of live training sessions you have conducted have been five-stars across the board. Here are just a few of the written comments we have gotten back after your sessions.

- John was a great presenter and the team I believe took lots away from the presentation.
- *Franchisee Operations Manager*
- John, the feedback I received has been very positive and I have many takeaways that we can revisit in the future, I look forward to working with you more in the future and seeing you at the convention. – *Neil, Franchise Owner*
- Thank you for joining us today. Great presentation! Our team provided great feedback.
– *Scott, Franchise Owner*
- Thank you so much for today's training with the field team as the feedback from it was fantastic! The excitement and eagerness they showed to get this information to the owners was exactly the response we were hoping to have. – *Don, Franchisor SMB Manager*
- I wanted to reach out to you and thank you so much for your presentation at the recent management meeting for the Wireless Zone. As you know I have been with Scott and Neil now for 9 years. In that time, I've had the opportunity to sit in on many speakers, I have to say you were the best speaker we've ever had. The information that you provided us, sales tips and tricks were phenomenal. I've always struggled with past speakers to hold my attention and be able to retain the information that they were giving, with your presentation I was able to take SO much away from it! Thank you again for a great meeting, I look forward to talking with you in the future!
– *Bethany, Franchisee Store Manager*

Over the past year we have heard similar glowing reviews from our Field Team, other Franchisees and Senior Level Executives from our Parent Company. There is no doubt that your professionalism, sales expertise and your ability to present that knowledge in a way that people gravitate to has made a measurable positive impact on our developing SMB Program.

In short, we would not have the growth or overall performance of our SMB program had it not been for the help you have provided. As a testament of how strongly we feel about this, we already looking at what the opportunities are to engage your services for the next year to ensure our program continues the strong upward trend that it is currently on. Thank you again for being a big part of our program's success.

Sincerely,



Michael Broe
Executive Vice President of Operations