



September 3, 2008

Mr. Gene Cookenboo  
President & CEO  
4770 Forest Street, Unit U  
Denver, Colorado 80216

Dear Gene:

I am writing this letter at the end of Denver being the host city for the Democratic National Convention. TeleTech was a proud sponsor of this event and part of the host committee. We entertained many very important guests during this highlighted week for Denver.

I want you to know that the service we experienced by all of those who work for you was absolutely incredible! We had so many last minute requests, changes, additions etc. due to our constant changing of itineraries and guests. We not only changed arrivals, departures, numbers, people and itineraries; we changed type of vehicles we wanted!

Everyone on your staff to include reservations, confirmations, drivers, dispatch, and management did an excellent job! I know this is a deep reflection of the leadership that you bring to Presidential Worldwide.

We have been pleased with the services since we strategically sourced ground transportation several months ago and selected Presidential Worldwide as our preferred supplier. However, I have to say that the high level of service we required and the impeccable response to it; was absolutely amazing! I know that by the end of the week; your entire staff must have been exhausted. Please know that they still kept smiling and responding to our each and every request.

Thanks for all the hard work you put into your organization as it makes jobs like mine much easier to perform with very successful results!

Regards,

A handwritten signature in cursive script that reads "Sally".

Sally A. Wearing, CTC  
Global Manager – Corporate Travel, Meetings & Events