



July 12, 2007

77 Comair Blvd.  
Erlanger, KY 41018

Mr. Jim Courtney  
Vice President of Sales  
Donnellon McCarthy, Inc.  
11461 Northlake Drive  
Cincinnati, OH 45249

Dear Mr. Courtney,

We would like to take this opportunity to acknowledge the excellent support by our account representative, Eillen Allen. Throughout her years of service to this account, Eillen has demonstrated a level of customer service that exceeds our expectations and sets the standard that we motivate all of our supplier representatives to reach.

The exceptional service Eillen provides not only with daily support, but with her involvement in the various implementation projects at Comair are a true testament of her commitment to this account.

As you know, the most recent project involved over 40 copiers located in 15 different locations throughout the area was completed on time with no interruptions to our operations. This project obviously required a high level of commitment from Donnellon McCarthy, specifically the warehouse, delivery, and technical teams which we witnessed, first hand Eillen's leadership ability coordinating the efforts of these groups to ensure a successful implementation. Eillen's work during this recent project was exceptional and could not have been accomplished without her involvement.

Prior to this implementation, Eillen worked with our IT department to complete a meticulous investigation to locate and document various printers, copiers, scanners, and fax machines throughout our CVG campus which will allow us to right size and consolidate providing additional value to Comair.

Additionally, Eillen provides a personal level of support with her commitment to provide on-call support after hours which has benefited Comair many times over the years. This is just one example of the service that is provided above and beyond the call of duty.

This commitment was one of the primary reasons for extending our agreement with Donnellon McCarthy as we place significant value on service and support which our account representative plays a critical role.

In closing, although we have already shared with you our appreciation for Eillen's hard work, we wanted to formally communicate to the entire leadership team at Donnellon McCarthy, how much we value Eillen's role on this account and for her continued commitment to customer service.

Sincerely,

Deanna Seither  
Director of Supply Chain

Jamie Crace  
Supply Chain Manager