

Mr Graham Price  
Avian Mobile Limited  
Sutton Business Park  
Restmor Way  
Wallington  
Surrey  
SM6 7AH

1<sup>st</sup> December 2017

To whom it may concern,

Since ingenie launched in 2011, the team at Avian has worked closely with us to provide us with a fully outsourced installation service including all associated IT, logistics and customer service functions.

We see Avian as a strategic partnership and have found them to be innovative in their approach to providing bespoke managed solutions; they are intrinsically customer-focused and have a proactive attitude which is heavily geared towards providing a class-leading customer experience.

Following the recent re-signing of their contract, we look forward to continuing our work with them.

Yours faithfully,

A handwritten signature in black ink that reads "Cara Hurlock". The signature is written in a cursive style and is enclosed within a large, hand-drawn oval.

Cara Hurlock  
Chief Customer Officer