



August 19, 2014

Dear Phone Ware, Inc.:

We would like to express our sincere congratulations for your recent achievement becoming PACE-SRO Accredited! It is via companies like Phone Ware, Inc. that our industry of in-house call center operations and BPOs can truly shine as reliable and reputable to our country at large.

Please accept this certificate reflecting your accomplishment and proudly display it where others can identify you as having reached a pinnacle of excellence. Your accreditation will automatically expire three (3) years from today's date, at which time you can reapply for accreditation. We encourage you to share this news with your employees, customers and the media because you deserve to be noticed!

Similar to above, we encourage you to use the enclosed PACE-SRO Accreditation "Seal" in your marketing materials. It lets others know that Phone Ware, Inc. is a partner that takes compliance and risk mitigation as serious business. Enjoy showing them you are a company symbolizing performance, skill and commitment.

Again, our sincere congratulations!

A handwritten signature in black ink, appearing to read 'Phil Grudzinski', is positioned above the typed name.

Phil Grudzinski
President and CEO, PACE