

ΩMEGA Management Group Corp.

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February 28, 2013

Mr. John Smith
Vice President, Worldwide Service Operation
Best Corp
150 Lexington Road
Boston, MA 02115

Dear John,

Congratulations! It once again is my distinct pleasure to inform you that Best Corp has won the Omega NorthFace ScoreBoard AwardSM for 2012 for achieving excellence in customer satisfaction in the areas of Field Service, Installation and Solution Center Representative. This marks the eleventh consecutive year that you and your team have earned this high honor, demonstrating your ongoing commitment to building profitable, long-term customer loyalty by exceeding customer expectations.

The 2012 NorthFace ScoreBoard AwardSM recipients will be announced in a news release sent to leading business and trade publications and it will also be featured on our website. I encourage your company to publicize and promote your NorthFace ScoreBoard AwardSM.

Omega created the NorthFace ScoreBoard AwardSM program in 2000 to recognize organizations who not only offer exemplary service to their customers, but who also center their existence on a deep commitment to exceeding customer expectations. Such a customer-centric culture helps to create a Customer Experience Management Strategy, which is built on the principles of respect, empowerment and trust in others.

The process of determining recipients begins each calendar year in January and closes in late December. In January and February, customer satisfaction scores are reviewed and evaluated in categories such as technical support, field service, account management and customer training. In 2012, more than 200 projects from over 55 companies in diverse industry segments from across the world were judged.

To qualify for the NorthFace ScoreBoard AwardSM a company has to measure their customer satisfaction levels on at least a quarterly basis during the year and achieve a 4.0 or above out of a possible 5.0 score in any of the categories measured. The evaluation method used is the weighted average score in the various categories over a full calendar year. Our research shows that companies that consistently achieve a 4.0 or above succeed in establishing customer loyalty. Scores at this level lock in profitable long-term customer relationships, and significantly raise the bar for your competitors.

Recipients receive their awards at a special dinner presentation during Omega's annual Symposium for Customer Operations & Relationship Exposition (SCORE) Conference. SCORE 2013 will take place May 29-31 at the Seaport Hotel in Boston. I hope you'll be able join your fellow award recipients for this occasion on the evening of May 30th.

I again congratulate you and your organization for this outstanding achievement.

Sincerely,



Anthony Santilli
Chief Customer Officer



Mount Everest –The North Face
Just the Facts

Elevation: 29, 035'; five miles up; the world's highest summit is at about cruising altitude of a jet

Local Names:
Sagarmatha (Nepal)
Chomolungma (Tibet)

First Ascent:
1953, Sir Edmund Hillary, NZ
and Tenzing Norgay, Nepal

Because it's there: in 1924, George Mallory and Andrew Irvine, GBR, were last seen going strong for the top. It is unknown if they reached the summit before disappearing.

First Oxygenless Ascent:
1978, Reinhold Messner
& Peter Habeler, AUS

We've chosen Mount Everest to symbolize our award because it justly equates the enormous effort required to conquer the world's most difficult mountain with the courage and commitment needed to "do the right thing" -- to exceed customer expectations and deliver world-class customer service.

