October 15, 2017

Mr James Donohu, President

International Products Corporation

431 Cooper St

Arlington, TX

Dear Sir

In the past year we have encountered five failures in your software, and have immediately notified your representative, James Johnson, of the problem on each occasion. Although none of these failures was critical and we were able to find work-arounds for all of them, they have have seriously impeded our business operation, and it has taken an average of four months to install software that corrects the corresponding errors. This level of response is unacceptable.

I request that you contact me immediately to discuss how you are addressing this problem. If there is no significant improvement by the end of 2017 we will not renew our contacte with IPC and will utilize software from a company that is more responsive to customer needs.

Regards,

**Lars Johanson**

Lars Johanson

Information Technology Manager

The GAMMA Corporation