2431 Swanson WayOmaha, NE

October 15, 2019

Mr James Donohu, President

International Products Corporation

431 Cooper St

Arlington, TX

Dear Sir

In the past several years we have purchased about a dozen of your software products. Although many of them have been satisfactory, we have had an abnormally high number of problems with the following products:

* Zillow
* Casper
* Justify
* Halo
* Zorro

When encountering failures in your software we have immediately notified your representative, James Johnson, of the problem on each occasion. Although a few of these failures were critical, we were able to find work-arounds for all of them. However these failures have have seriously impeded our business operation. Furthermore, 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 2018 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 Acme Corporation



9100 Zephyr Drive

Portland, ME

October 1, 2019

President

International Products Corporation

431 Cooper St

Arlington, TX

Dear Sir

Zephyr Corporation has been a frequent customer of your normally outstanding software products. However in the past several years we have encountered qan abnormally large number of products that have experienced major failures. These failures have sometimes had serious impact on our operations.

We have had a particularly high number of failures with the following products: Zillow, Xray, Optimize, and Epsilon

We have also encountered a problem with your support services. We have been in frequent communication with James Johnson, your customer representative, about these failures. However correction of the problems has taken several months in most cases. Considering the importance of these products to our business, we find this unsatisfactory.

Please contact me to discuss a solution to this problem.

Regards,

**Peter Patel**

Peter Patel

Software Acquisition Manager

Zephyr Corporation