



## Aberdeen Harbour

Aberdeen Harbour Board, 16 Regent Quay, Aberdeen AB11 5SS  
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16<sup>th</sup> November 2009

Alan Law  
Al Global 4 Phones Ltd  
Grampian House  
Virginia Street  
Aberdeen  
AB11 5AU

Dear Alan

This letter is to confirm that after I take retirement from the Board at the end of December my successor, James Bell, will continue to be responsible for the provision and support of landline telecommunications, ably supported by Peter Morgan.

I would like to place on record that for the last few years the Alcatel system provided and supported by your company has been excellent equipment, I cannot remember one fault since installation in 2006. You and your engineers have provided first rate advice and support from the initial enquiry for a digital IP telecoms system to replace the analogue BT Meridian we had at that time, right up to the present day where our own IT support staff can make full use of your support staff to implement and understand configuration changes to the equipment. Specifically we appreciate the speedy responses to any call we make as you are aware that we operate 24 hours per day. I can now deal more effectively with BT, our calls carrier, after becoming aware of your extensive knowledge of their operational structure and work procedures.

I know that the Board would gladly act as a reference site for your company's services and also for Alcatel Systems, should the need arise.

I conclude with my personal thanks for the knowledge I have gained since getting to know you.

Yours sincerely

Graeme Clark  
Finance Director