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January 30, 2008

Mr. Ray Chisolm  
Turnkey Programming  
541 Long Shoals Road  
Suite B  
Arden, NC 28704-9430

Dear Ray,

Thank you so much for all that Turnkey Programming does for OCSA. I am thrilled with your webinar service! It enables us to provide quality educational programs to OCSA members at an affordable cost. In this housing downturn, my members appreciate being able to get the training they need without the expense of driving to a seminar and the time away from their business.

Your customer service is exemplary. Everyone I have dealt with at Turnkey Programming has been so friendly and helpful. You make it easy for my members to participate in webinars... even those that are not very technologically savvy. The time and patience you give each one of them amazes me.

I am happy to spread the good news about Turnkey Programming to anyone I meet. I can't think of a finer company to do business with. You, David and the rest of your staff are a pleasure to work with. Thank you, again, for all you do for OCSA. You make my job easier!

Sincerely,

Lynn Schwarz

**OCSA**  
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