



December 19<sup>th</sup> 2013  
Davis Theopolis  
324 Wingnutty Inc.  
Crescent City, CA 95531

Dear Davis Theopolis,

My name is Peter Franco and I am writing to you on behalf of AVIS budget group in regards to the letter you wrote to us.

First of all, I would like to apologize for any inconvenience that Tellme Voxify could have caused you. You are a valued customer and your loyalty to the company cannot go unseen and thanked.

We regret that you had a bad experience when using the new automated system. I understand that you like that one on one connection with our representatives. However, I'd like to take this time to explain that you that you can switch to one of our operators at any point in time.

We would like to take this opportunity to better explain the key features to our new system. Tellme Voxify was introduced to we can make the customer experience much more favorable and hassle free. The automated system simply helps perform common tasks like confirming or cancelling reservations.

Aside from those simple tasks, our new system helps us better recognize and better assist our customers before they even speak into the phone. Tellme Voxify introduces a caller ID function that allows us to indentify the client. This helps our agents know the reservations and allows us to better serve our clients. Another key feature our system introduces is that our overall call completion rate exceeded our expectations by over 70% which has allowed us to deliver 100% up-time.

Once again Mr. Theopolis, I thank you for your loyalty and wish that you continue to use us and discover all the features our system has to offer for your needs. We look forward to keep doing business with you. If you ever have any concerns, please feel free to contact me.

Sincerely,

Peter Franco  
Vice President of Customer Cares

**avis budget group**

[FrancoMPeter@avisbudgetgroup.com](mailto:FrancoMPeter@avisbudgetgroup.com)

Avis Budget Group