

# SEGA®



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To whom it may concern,

We were contacted by Mark Thorndike at The Consultancy Group in October 2008; he was looking to offer a quote for our mobile phones.

I explained to Mark, that we had been with the network direct for number of years and would be reluctant to change and go through a third party.

Mark e mailed a link about The Consultancy Group and explained about the accolades and recognition that the Company had received over the last few years for their account management service.

We decided to let them offer a quote, I have to say I am extremely glad we did.

Mark analysed our bills down the smallest detail, something that I have to say our network supplier did not. Mark's quote was tailored to our exact needs. This combined with the promise of an excellent account service convinced me to sign with The Consultancy Group.

I have to say the service that has been provided so far has far exceeded any expectations I had and I have to say is far superior to the any service I have experienced in the past.

I have no problem contacting my account manager at anytime of day or night and he has also instructed my to pass his personal mobile number to all of our users so if they have any problems they can contact him direct and not bother me!!

I would have no hesitation at all in recommending Mark Thorndike and The Consultancy Group to anyone who values the effortless and efficient running of their communications.

Roger Pennington

A handwritten signature in black ink, appearing to read 'R. Pennington', written over a faint circular stamp or watermark.

Financial Director  
Sega Amusements Europe Ltd