



Jones Lang LaSalle Americas, Inc.
Corporate Property Services
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To Whom It May Concern:

I would like to formally recommend the services of Southern Waste and Recycling. In my capacity as the Jones Lang LaSalle Account Director for the AT&T assignment covering the Southeast, I was responsible for managing outsourced services. Our waste and recycling service provider from 2003 until we assigned the contract to AT&T in 2008 was Southern Waste and Recycling.

Prior to 2003, we engaged one of the national waste removal firms. Their service was erratic, billing was inaccurate and there was virtually no quality assurance. The JLL management team spent numerous hours every week coordinating and resolving waste removal issues. Southern Waste & Recycling was performing this work for Coca-Cola, another JLL client and was receiving positive reviews. We negotiated with Phil Kitchens to assume the portfolio we had. He was able to reduce costs immediately on pricing that was bid competitively only 6 months prior. Service levels improved dramatically, billing was timely and precise and quality control was a driving force behind the process.

Reducing costs was an obvious benefit. Of greater importance was the additional freedom the management staff experienced. They were able to focus on higher level, value added tasks. Resolution of any issues was immediate and complete by Phil and his team. In addition, Phil was very resourceful and creative when it came to restructuring service to meet the continually changing needs of AT&T's business.

Price is used as a measure of any service provided. However, the intangible benefit of increasing your own productivity from that service is priceless. Without hesitation, I would recommend their services. I do not make endorsements as a matter of course and take them seriously. As a seasoned veteran in the corporate real estate field, Southern Waste is one of the finest partners I have had the pleasure to do business with.

Please feel free to contact me if you have any questions.

Very truly yours,

A handwritten signature in black ink, appearing to read "Thomas A. Denault", with a long, sweeping underline.

Thomas F. Denault
Senior Vice President
Jones Lang LaSalle