

Nicholas S. Coslov
President – Storage Deluxe
26 W. 17th St.
Suite 801
New York, NY 10011

April 11, 2008

To Whom it May Concern:

As a member of the tenants' board of 60 E. 13th St., I would like to recommend Virtual Service, and their Virtual Doorman, which we had retrofitted into our building. Retrofitting our narrow lobby wasn't the easiest of tasks for many reasons, the first being that the lobby is just wide enough to meet ADA and fire code requirements at about five feet. With zero space to build a traditional package closet, Virtual Service devised an "out of the box" strategy to utilize the unused space under the stairwell to solve this problem. Using their advice we were then able to build a package niche there, when we all thought it wasn't possible to make it happen.

The second issue was how would Virtual run their wiring from inside the lobby vestibule out to the front exterior of the building's limestone walls to install their intercom panel? With all the stonework done long ago and no chase ways to feed their wiring through, they improvised again. Virtual designed and installed their panel in the glass panes of the metal door frame. Seamlessly. This makes our new intercom panel look like it was there from Day One and not an afterthought; fashionable AND functional.

Then came the hard part: getting UPS to play ball when they refused to deliver packages to our new, secured package niche that we worked on so hard to create. Even though Fedex and DHL had no problem leaving packages in our secured area, UPS balked at doing so, claiming that "they didn't want to be responsible for any packages left there, even though it was locked and monitored/protected by 24/7 video surveillance that Virtual records and stores for us.

As unreasonable as this sounds, UPS dug their heels in and stated that we'd be forced to deal with their despised "yellow sticky notes" which would inform us that "unfortunately, we'd missed our delivery -- to please reschedule" and "better luck next time." Making matters worse, is the UPS's standard UPS "three strikes and you're out rule" and your package gets returned to its sender. OR, if you're really desperate for your package, you have to go down to their local office and wait in line for hours to get it, if you can even make it to their office during their business hours at all. For professionals like myself who live in my building that work extended hours, this is rarely possible, which was the reason we opted for the Virtual Doorman in the first place! What to do?

Faced with having already paid for its installation, the Virtual Doorman was really no use to us if UPS refused to deliver, as the bulk of our buildings' deliveries come via UPS. When I called Ralph Stein, my representative, on the phone and voiced my concerns, he informed me that UPS drops packages off at his other Virtual Doorman buildings every day without any issues or complaints from any delivery companies. In fact, he said that UPS loves Virtual Doorman, because they don't have to pay their delivery personnel to

return to his buildings two or three times to make drop-offs when the tenants aren't home on their original visit, saving them money.

What he did next, was what I call over and above. Ralph set up a meeting at my building with the UPS supervisor for my zip code, who brought our regular delivery man there and walked them through the entire delivery process, demonstrating the Virtual Doorman for them, showing them how the cameras are protecting the package niche and lobby area, etc. Then, he brokered a deal with them where they would agree to deliver to our building and leave their packages in our new package niche. Ralph guaranteed them that Virtual would provide them with video footage if anything went missing, so they wouldn't be liable for it if it wasn't their fault, which closed the deal and made both sides happy.

Just this week, Ralph emailed me to let me know that someone had abused the package niche door, causing it to not open when fired remotely by his operators; in short, we wouldn't be able to receive packages without a functioning door that locked and unlocked. At first, I was concerned. He said not to worry; that when he was informed by his operators that the door didn't work, he immediately dispatched his installation manager to the site to inspect the situation, as all of his technicians were already on calls and couldn't get there that day.

What his manager, Charlie did, was also out of the box. Charlie went upstairs to the contractors who were working on one of the tenants apartments, asked them if he could borrow some of their surplus supplies, then went back downstairs and fixed the closet's door. Even though the closet's door was broken due to abuse by people slamming it too hard and Virtual wasn't responsible for maintaining vandalized or abused equipment, they took care of it anyway. Ralph informed me that this was normally a billable item on a time and materials basis, but he would take care of it gratis. He also asked me if I could place a small note on the closet, so we could prevent this from happening again in the future.

In short, Virtual Service has gone over and above to provide us with superior service and then gone a little bit further whenever possible. We highly recommend them and look forward to continued service from them in the future.

Very Truly Yours,

A handwritten signature in black ink, appearing to read 'Nick Coslov', written in a cursive style.

Nick Coslov