



August 31, 2007

**VIA HAND DELIVERY**

Heather Snyder  
6816-M N. 35<sup>th</sup> Avenue  
Phoenix, Arizona 85017

Dear Heather

Please find set forth below the severance arrangement provided to you as of August 31, 2007 due to the elimination of your position due to organizational changes.

1. Your termination will be effective August 31, 2007. You will receive your semi-monthly weekly salary and medical benefits for the period September 1, 2007 through September 15, 2007. In addition you will receive unused accrued vacation through August 31, 2007. The severance payments set forth in paragraph 3 of this letter agreement will be made as consideration as set forth below and for any other amounts that would otherwise be available to you, or under general Outbound Excellence Corporation policies.

2. To the extent that you have conversion rights on life and insurance coverage under OE's benefit programs and certain rights and obligations with respect to health insurance coverage, you will be receiving a letter from the Human Resources Department providing you with additional details. Should you have any monies in the Outbound Excellence 401(k) program, they will be distributed according to the terms of the Plan documents.

3. As consideration for this letter agreement, Outbound Excellence agrees to provide you with the following severance payments:

You will receive the sum of one semi-monthly payroll on September 15 at your current salary. This check will be mailed via regular U.S. mail to your home.

4. You agree to the following:

I acknowledge that on my date of hire, I signed an employee confidentiality agreement that specified: by virtue of my employment with OE that I have acquired certain unique "information" including but not limited to customers, employees, financial information, manufacturing, operations, computer and computer processing all as relates to the business of OE. I acknowledge that OE utilizes the information set forth above in connection with its business and trade and that such information is not generally available to the public and is not published and, as such constitutes most valuable trade secrets of OE. I further acknowledge that this information would cause serious harm to OE if it were to be disclosed to persons not authorized to receive such information.

I have returned all documents and information in my possession which is deemed to be confidential by OE without request therefore.

**That you have read, fully understand and voluntarily agree to the terms and conditions set forth in this letter agreement.**

**That OE's obligation to make any payments under this letter agreement pursuant to the paragraphs set forth above is contingent upon your execution of this letter agreement.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_  
Date