



November 4, 2010

Alan Marrott
President/CEO
Glow Teknologies, Inc.
6021 S. Syracuse Way, Suite 309
Greenwood Village, CO 80111

Dear Alan,

Although the original version of Glocent had been installed in both the New York City (2003) and Charlotte, North Carolina (2005) residential sales divisions of Time Warner Cable (TWC), when we decided to automate a much larger portion of Time Warner Cable's incentive management process, we evaluated several other compensation management applications in preparation for implementing a new solution. Another consideration that played into our evaluation at that time was TWC's commercial business group's selection of another system in 2007 to calculate its sales commissions.

While each vendor we evaluated assured us of its capability to support our extensive product and service offerings, the requirement of processing tens of millions of records each day, and very dynamic and complex commission plans, no other vendor was able to demonstrate that ability to the extent we knew Glocent could. As a result, we again selected Glocent. Subsequently, after spending a year attempting to install the other application, our commercial group decided to discard the other application and install Glocent. To your staff's credit, the commercial group was on line in just a few months.

Within a short period of time, we began experiencing the added value that Glocent's new, web-based version provides. Not only did we enjoy the full transparency Glocent brings to the incentive management process, we also began to leverage the previously untapped source of business intelligence the application produced for us. As a result of this information becoming available, and with the help of your analysts and engineers, we soon elected to modify our incentive management approach and implemented a variety of new commission plans, which incorporated very complex variables and quantifiers.

The combination of Glocent's vast capabilities, and the expertise and exceptional professionalism of your staff, offers a powerful incentive management solution for any business. Those who have worked with Glocent and your support staff, including our sales force, managers and administrators, have voiced glowing praise for all that you have accomplished for us. Please accept my sincere appreciation for what we consider to be a very positive and productive partnership with Glow Teknologies, Inc.

I would not hesitate to recommend your product and people to any potential client.

Sincerely,

A handwritten signature in black ink that reads "Paul Baccellieri". The signature is written in a cursive, flowing style.

Paul Baccellieri
RVP of Finance