

Ref №. 53/15.12.2012

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/ translation /

WHOM IT MAY CONCERN

REFERENCE

Through this reference we would like to express our impressions gained from the working partnership between **The Association of Bulgarian Tour Operators and Tour Agencies, ABTTA** and the firm **Accent-D Ltd.**

Our partnership with Accent-D began in 2008 with the order of a website for the Association.

Our lack of vision and knowledge of the latest web tendencies at the time didn't prevent Accent-D coming up with a few different design variations for the site of the Association. Accent-D explained the advantages and technical specifics of the site during a presentation with ABTTA and the team from Accent-D that had been tasked with future support of the site. The technical team tasked with building the site displayed a high level of professionalism, a deep technological understanding and flexibility when faced with changes throughout the course of the project. The project brief was completed in time with a high quality and easily manageable result.

From the completion of the site to the present time Accent-D has fulfilled all of its contractual obligations relating to technical support for the site. Throughout our partnership an issue has not arisen for which Accent-D has been unable to find a suitable solution. All tasks are completed correctly, professionally and punctually. Accent-D specialists are always available to answer any questions we have.

The Association of Bulgarian Tour Operators and Tour Agencies, ABTTA regards Accent-D as a valuable partner and will rely on the services of its specialists in the future.

We recommend Accent-D as a cost effective solution for anyone looking for professionalism, uncompromising quality and prompt customer service.

Maya Filipova

Acting Secretary