

February 16, 2007

To Whom It May Concern:

StarTek, Inc. has recently completed a project with BottomLine Advantage LLC. Our initial objective was to reduce the costs associated with copying, printing and faxing. In addition, we were interested to see if BottomLine Advantage could improve the performance of our current vendor, even though at the time we were reasonably satisfied with their service.

BottomLine Advantage delivered hard dollar savings that exceeded their original estimate of several hundred thousand dollars. In addition, we can now expect to receive significantly improved vendor performance due to our selected vendor having signed a StarTek Service Level Agreement (SLA). The SLA that BottomLine Advantage created specifies performance commitments that are well above the service levels we had been getting from our former vendor. Due to this new SLA being put into place we are now confident that StarTek's interests are better protected.

Having completed this project, we now realize that we did not possess the industry knowledge or expertise to accomplish these results without BottomLine Advantage's assistance.

A key factor behind our decision to engage BottomLine Advantage was the fact that they implement their projects on a contingent basis and so we were not required to begin paying for their services until after we began realizing hard-dollar savings. Given this arrangement, we believe our risk exposure was (and is) minimal.

The overall result of the project we did with BottomLine Advantage is a lower cost of operation for StarTek along with enhanced vendor performance. Further more, we didn't have to create a project budget as there were no upfront costs and could simply redirect some of our project savings to cover BottomLine Advantage's service fee. Given the success of our engagement with BottomLine Advantage I would recommend their services to others.

Sincerely,



Scott Jenkins
Director of Facility Operations
StarTek, Inc.
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