



Poznań, 1st October 2009

Recommendation Letter

QXL Poland Sp. z o. o. is pleased to recommend LIVECHAT Software S.A., a company that specializes in providing online communication solutions for business purposes.

We are a pioneer of online auctions in Poland. As a result of offering convenient tools and services, we have managed to become the biggest trading platform in the Polish Web with support of our Users. Today, we make it possible for numerous persons and companies to do online business. Our platform is used for selling and buying goods and services on auctions and at fixed prices. For the purposes of trade that is constant process of developing, we have created special tools which make it possible to conclude transactions in a safe, quick and easy way. At the same time, we continuously offer new solutions to our Users and make our best so that they could contact us without any problems. Therefore, we have implemented LIVECHAT Contact Center system as a communication channel for our key account customers to complement our e-mail correspondence.

LIVECHAT Contact Center system was implemented on Allegro.pl by LIVECHAT Software in 2009. Allegro.pl team prepared a specification for the system and tested it thoroughly. Our works included analyzing the project, as well as preparing and coordinating the implementation process. Within the scope of an agreement, we requested that the following works be done: integration of LIVECHAT Contact Center system with Allegro.pl Customer Service tools and adaptation of the system to graphical layout of our trading platform. Currently, LIVECHAT Contact Center is used by Allegro.pl Customer Service administrators to contact VIP Super Sellers being a group of key account customers among 10.5 million Users registered on the platform.

Almost a month after LIVECHAT Contact Center system was implemented, we consider it very useful and are glad to confirm that a lot of work that was done by both teams was not wasted. We are satisfied with cooperation with LIVECHAT Software S.A. Thus, we would like to recommend using LIVECHAT Contact Center system and encourage businesses to start working together with LIVECHAT Software S.A.

Best regards,
Grzegorz Brochocki

Chief Operating Officer