



Casey,

I just wanted to let you know how pleased we are with the service you provided as well as Sean and Michael, the technicians.

Starting a new business can be full of frustrations and difficulties just to get set up. We faced numerous obstacles dealing with AT&T as they took four or five attempts just to set up the phone lines. It was incredible that your team was able to come to our office one day early to set up the phone system – this was crucial because at the time they were able to work *WITH* the AT&T technician and solve the problems. Casey you were great in understanding exactly what equipment we needed and were diligent in getting us the best pricing as well as expediting service. Sean and Michael also worked very efficiently to set up the system and teach our team how to use the phones. They were a pleasure to have in the office and were willing to work with us to get the system configured how we need it.

If your team did not arrive a day early, it would have taken another two weeks for AT&T to get our lines working and would have put Deal Umpire's launch in limbo.

Converged Communications Systems provided excellent customer service and we look forward to working with you in the future as we continue to grow and expand to new offices. Also, if you ever need a referral, please do not hesitate to contact me.

Thanks again!

Ryan Leavitt

Co-Founder

Deal Umpire, LLC

www.dealumpire.com