

April 6, 2011

Ms. Sarah Hutton and Ms. Jennifer Feliciano
Converged Communication Systems
2930 Central Street
Evanston, IL 60201

Dear Sarah and Jennifer:


On behalf of Zurich Esposito, Executive Vice President, and the entire AIA Chicago staff, I'd like to express our sincere appreciation to both of you for the outstanding customer service you provided recently. Personally speaking as the new office manager, trying to understand the administration of our Avaya communication system and how to correct programming problems that existed without any training or manual to guide me, was somewhat overwhelming to say the least.

Sarah, it was very helpful that you came to meet with me at our office, to see and assess the difficulties we were experiencing with our phones. In doing so, you were able to devise a plan of action as our Sales Representative, to correct the problems, get our conference phone needs identified and finally get us some much needed training that would allow us to make corrections or changes on our own in the future. You really "took me by the hand" so to speak and kept in close communication through each step of the process through the ordering and installation of our Polycom conference equipment, to getting authorization for 2 free hours of Avaya training and coordinating with Jennifer to train me on system administration.

Jennifer, though I'm not the most technologically inclined and was at first intimidated by what seemed like an extremely complicated system, you provided me with easy to use and understand computer screenshots to guide me through the training. You were patient, knowledgeable and friendly, actually making the training fun for me. You'll be pleased to know that since our session on March 15th, I have used the "Log me In" link and steps you taught me to make a few more corrections and changes for our staff, on my own and quite successfully!

Thank you very much, Sarah and Jennifer, for your professionalism, courtesy and diligence in helping to get me and AIA Chicago on the right track with all of our communication system needs. It was also very gracious of you to "leave the door open" and let me know that I may call on you at any time, should I encounter a problem I'm not able to solve alone. You are both to be commended for your superior customer support and must be considered tremendous assets to your organization, Converged Communication Systems.

Sincerely,


Penny J. Darnell,
Administrative Manager
AIA Chicago

cc: Zurich Esposito, AIA Chicago
Steve Melchiorre, Converged Communication Systems
Kevin Rubin, Converged Communication Systems