



To Whom It May Concern:

My company has been doing business with Great Lakes Telecom for the last 9 years. In that time, our dealings with them have included working with sales, installation, and technical support. Their excellent service, responsiveness, and professionalism are just a few of the main reasons that we would highly recommend them.

Great Lakes Telecom was the company that did our initial installation in our Downtown Office in Ann Arbor. When the time came for expansion, Great Lakes Telecom handled that project as well as our re-location to our present facilities. Since we are based in Florida, it was a comfort to be able to entrust these projects to these professionals.

Working with Therese in Sales and the Office Manager Beth on a regular basis, as well as the technicians on their technical team has been a pleasure. Their expertise and understanding of how systems work as well as their ability to adapt systems to all sort of special needs is one of the most valuable “extras” they bring to the table. They know what they are doing.

In my opinion, choosing Great Lakes Telecom as your telecommunications service provider would be a great choice.

Sincerely,

*Ben Ribaldo*

Ben Ribaldo  
Vice President, IT Operations & Communications  
Alliance/AEC IT Operations