



To Whom it May Concern:

Having done business with Great Lakes Telecom for the past three years, I am pleased to recommend them without reservation.

In an age where talk is sometimes cheap, they have consistently gone the extra mile for us, and have always followed through on their promises. For instance they proposed we make various changes in systems, trunkage and in long distance carriers in order to save money. By accepting their proposal, which included a capital expenditure for new telephone and voice mail systems, over the past twelve months we have saved well over \$45,000 or 41% in monthly telephone charges alone. Not only have these savings paid for our new equipment in less than a year, but our company has benefited further due to more efficient call handling.

Great Lakes periodically reviews our bills as well as current long distance rates to insure that we continue to receive maximum return on our investment. And because they remotely administer our systems (at no charge), programming changes and maintenance happen quickly, with few service calls.

There are few companies today that truly understand the meaning of "service." Great Lakes Telecom does, and we appreciate it.

Sincerely,

Ann Wray
Vice President of Finance

AW:cn

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