



To Whom It May Concern:

We have been a customer of Great Lakes Telecom for over 10 years now, and I can wholeheartedly endorse them as a vendor. They have become more than just a vendor to us over the years -- we really regard them more as a strategic partner.

They have consistently gone above and beyond the call of duty for us. They have regularly analyzed our phone bills and made recommendations on ways to save money. They have negotiated our long distance rates several times and consistently get us very favorable pricing. They have recommended expansions to our systems over the years which have been very effective and economical.

They have worked with us as we have grown from 3 to 50 people, and have taken us through two office moves. On both occasions the service was flawless. On our first move, the phone switch was unplugged from our old office at 1:00 pm and everything was up and running in our new office 3 hours later - without a hitch. Our second move went just as smoothly, and in addition they played a significant role in getting our local and long distance service set up in time, even though the phone companies with which they were dealing were very uncooperative in getting the new service installed.

They have handled all the wiring for our computer systems, and it has always performed at maximum rated speeds without any problems.

Their service personnel are very competent and friendly, and have always gotten the job done quickly and thoroughly.

As with all companies, we look to both service and value, and we have found that Great Lakes has always provided both. Their prices are competitive, the equipment they sell is of excellent quality, and their service is second to none.

I would be more than happy to talk with you about our experience with Great Lakes, and to give a tour of our facilities if that would be helpful to you.

Sincerely,

Ted Kennedy
Chief Financial Officer
Chief Information Officer
Molly Maid, Inc.