



To whom it may concern:

Great Lakes Telecom, Inc. was hired on or about June 28, 1994. They worked on our phone system until July 17th 2001. (7 years)

Our Mitel SX-200 Digital system had about 260 phones / Analog ports. Great Lakes Telecom, Inc. also maintained our ACD Call Center during this time with 60 to 85 ACD agents. We used Taske ACD Call Accounting Management Center that they also maintained.

During that time they were Very Responsive to our changing needs as well as response to service! Air Touch which later became Verizon Wireless depended on Great Lakes Telecom to maintain services on the ACD Call Center and the general communications system at our company in whole. They did excellent work! With their Remote Maintenance Facilities, we had changes made while waiting on the phone most of the time; the best part was that the Remote Maintenance was done at NO CHARGE.

Also Great Lakes Telecom took care of our Verizon Dublin Ohio, Verizon Cincinnati Ohio, Verizon Cleveland Ohio offices as well. These offices also had ACD Call Centers in them.

Around July 2001 Verizon closed there regional offices and were relocated to a national call center in Lewisville, Texas.

Sincerely,

Doug Kwiatkowski,

Doug Kwiatkowski

Senior Engineer – Michigan
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