

Ted Apostoleris  
Great Lakes Telecom, Inc.  
230 Huronview Blvd.  
Ann Arbor, MI 48103

Dear Ted:

Upon viewing your website customer testimonials, I was prompted to send you this letter expressing *my* appreciation for the excellent service you have given us at Whiting Distribution.

I agree with what another customer of yours stated: that it is rare to find a company like yours that truly understands the meaning of the word **service**.

Our three main facilities have been using the Mitel SX-200 Lite since late 1995, and it has been an excellent system. The systems function together seamlessly, utilizing a single voice mail system. All outgoing zone calls are routed through our main office, where we are using our FGA/Watts lines to experience a dramatic cost reduction. And thanks to your persistence with Ameritech, you are providing our FGA/Watts service at a 30 percent reduction in rates (4.8 cents p/min vs Ameritech's 6.9 cents).

When we were in the selection stage for the new phone system, you presented a detailed estimate of proposed savings. Who would ever guess that it was an accurate analysis??!! Wasn't that supposed to be sales hype? GLT has wired 2 of our 3 main facilities for phones and networking, and has done an excellent job. And when our provider of wide-area networking equipment was providing little or no service, you guys stepped in and showed your competence in that area as well.

Please note that you are welcome to send potential customers to me for a tour of our facility, or just a phone conversation. Best wishes to you and your employees for continued success. It is well earned.

Sincerely,



Rick Howard  
Director of Information Technology

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**Whiting Brownstown Distribution Center, Inc. - Riverview Facility**  
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