



January 17, 2012

To Whom It May Concern:

Kelli's Gift Shop Suppliers is a wholesale distributor to retail gift shops across the United States and Canada. Our communications systems are an integral part of our success and we would like to express our gratitude to our sales and service provider.

PHD Communications has been our communications company for 7+ years now. Frankly, I cannot imagine using anyone else, as Jerry Frankson and his team have been such an instrumental part of our growing business. The Samsung phones are the same ones we have now been using for all these years, and while we have gotten a bigger switch as we have grown, the phone quality and ease of expansion continue to be an investment that we have never regretted. The design, planning, and implementation of our OS 7400 was almost a seamless transition with no downtime in employee and customer interaction.

PHD's customer support is excellent! We know that no matter how busy they are, if we're in a jam with our phone system (which is most definitely our livelihood) they are responsive and knowledgeable. The technicians that arrive are courteous, uniformed, and respectful of our company property and employees.

Heck, their phone service has been so terrific over the years that about 3 years ago, we started using them for our other IT support needs as well, and have been doing so ever since!

I'd be more than happy to speak with you if you have any questions that I might be able to help with.

Kind regards,

A handwritten signature in black ink that reads "Jan Hirsch". The signature is written in a cursive style with a long, sweeping underline.

Jan Hirsch
Office/HR/Web Manager