



Best Western  
Grosvenor Hotel

April 23, 2009

To Whom It May Concern:

This is a letter of recommendation for Matrix Networks.

Our hotel recently upgraded our wireless Internet access for all of our guest rooms and Lobby area. Due to the large scale of this project we shopped around for many companies. Matrix Networks responded immediately with an extremely competitive proposal and remained persistent and professional throughout the whole bidding process.

Matrix representatives were there for me all the way, explaining the entire process from the technical equipment, the sales agreement, support services and installation.

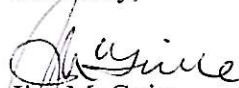
The installation was smooth and worry-free. The installer, Mr. Miles Woodsmall, was professional, courteous and thoroughly explained each phase of the job during the process. He was extremely organized and it felt like he became part of our team during the few short days he was on site.

Ms. Jennifer Holmes, National Technology Support Supervisor, has been extremely helpful throughout the entire process as well. She was our liaison between the supplier, installer and the hotel, and helped make our transition a seamless success.

We have had no guest complaints regarding our wireless service since the installation provided by Matrix Networks and I would highly recommend their staff, support and services to any business considering their product.

Feel free to contact me if I can provide any further information regarding my satisfaction with Matrix Networks.

Sincerely,

  
Jim McGuire  
General Manager