



5/7/2009

To all of you at Matrix Networks:

I would like to thank you all for the excellent customer service your team has provided for our company.

We received our phone system the first of this year (2009) and love our new system.

Joe Hamilton helped our company find the best system that fit our needs and gave us a great quote on our system. Joe was very helpful and drove all the way here to the coast to meet with us in a bad storm. (And drove back in it)

Our assigned project manager was Kimberly Ness and she was awesome. Our system was scheduled to be installed during one of Portland's snow storms and the tech for Matrix could not make it over Hwy 6 and Kimberly kept us updated on when our phone system would be installed.

Our tech was Matt, who was very friendly and answered any questions we had during our installation.

Robert always has a quick response through e-mails whenever we are in need of services.

All in all, we want to thank you for your excellent customer service! Our company will recommend Matrix Networks to anyone who is looking into buying a phone system.

Best Regards,

Dena Lock