



## Advanced American Construction, Inc.

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May 5, 2009

Mr. David C Ness  
Matrix Communications  
4243 SE International Way Suite C  
Portland, Or. 97222

Dear David,

I am writing this letter to thank Matrix for your support during the past couple of years. Telephone communications is not our expertise so we depended upon your overall support in making our new purchase and equipment installation as painless as possible.

The pre-installation/installation process appeared overwhelming but began to smooth out and make more sense as we progressed. Your sales staff was patient and good to work with throughout this process.

Matt Huget, Technology Engineer has been working with me closely and has been a wonderful resource and assistance in keeping our system up and running as designed. I appreciate his patience and support making me comfortable with managing our system. With his assistance we are able to better capitalize on many features we avoided to use with other systems.

Your request process, Response Time and Tech performing the work has been effective in minimizing down time and self inflicted issues due to my lack of experience with your equipment. In general our experience with Matrix has been good, freeing our time to expend on areas we are best qualified for.

Thank you for your continued support.

Keith Jessup, Purchasing Manager  
Advanced American Construction, Inc.