

May 8, 2009

Mr. David Ness
Matrix Networks
4243 SE International Way, Suite C
Portland, OR 97222

Dear David,

I am writing this approximately one year after our “new” Toshiba phone system was installed. As you know I was a reluctant convert to the new technology with all of its automation. I felt that it would diminish our level of customer service, and that we would lose the personal touch with our customers. We now have a fully automated auto-attendant system with integrated voicemail and email, and I have to say I think we are communicating better with our customers than ever before. Our message is consistent and friendly with the automated greeting, and our calls are routed by the system without an operator for most calls. This is not only a better use of my resources, but it is more efficient for our customers as well.

A big reason that we have been successful with this system is the support that we receive from Matrix. Joe handled the sale very professionally, making sure that we had several options to choose from, and helping us to select the features that we really needed for the integration we were looking for. Maury’s ability to navigate through the old system conversion to the new was truly remarkable. It was all about coordination and timing, and he was able to bring all parties together for a seamless transition – and he did it with a smile!

And speaking of smiles, Kimberly did a great job with all of her pre-work on setting our system up, and of course with the excellent training she provided us before and after the installation. We like her voice so much on our auto-attendant that we haven’t wanted to make any changes or additions for fear we would lose that! The actual nuts and bolts of the system were and are taken care of by Matt. He was able to configure our system, both hardware and software, so that when we went live, everything worked perfectly. Matt has also provided us with excellent support throughout the year.

Finally, let me just say that it has been great to have Matrix as a single-point contact for our communications. After spending so many years dealing with phone companies and providers spending more time finger pointing than solving problems, it’s nice to have Matrix work it all out for me. I know it was and is a team effort, and I wanted you to know that your team did a great job for us.

Sincerely,



Charles D. Bach