



**Dr. Kim-Chi Vu, MD, PC**  
Plastic, Reconstructive & Hand Surgery

Monday, January 19<sup>th</sup>, 2009

Hello Dave,

Thank you for writing and following up with me about the phone system installed by Matrix Networks. First of all, I would not call it a frustration on my part since it was a small project. I hope that no one got in trouble based on my email message. Kyle and Robert have been great and helpful since day one, it was just that there might have been a lot of technical information about phone system beyond my comprehension and my suggestion was to use more “user friendly language” to avoid any misunderstanding in the future.

From our phone conversation with Kyle last week, I believe all issues are resolved – thank you. We are currently waiting for Comcast to assign to us the static IP address before scheduling Matt to come out one more time. Hopefully we will have all that done by this week.

Finally, out of all the phone companies close to our area, why did we choose Matrix Networks out there in Milwaukee? 1) Your good reputation with several referrals when I did my research 2) After the meeting with Kyle and Robert, I had no doubts about their technical knowledge and experience. In the back of my mind, I wanted to try out this project first and then a more complex one with our new surgical and clinical building in the coming year. So far, I am very comfortable with the service and support. Please extend my thanks to all who involved in the project.

Regards,

Andrew Nguyen