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January 29, 2014

Mr. Bryan Gardner
Level 4 Telcom
2100 SE Hillmoor Dr.
Port St Lucie, FL 34952

Dear Bryan,

I'm very impressed with your team and want to thank you again for making our transition to Level 4 so easy. It's rare to find a technology person who also understands the importance of communication.

I sincerely appreciate your patience during each of our meetings. You guided us through the process, anticipated our questions and made everything easy to understand. And Thank You for speaking like a real human being and resisting the urge to use techno-garble, wire-head jargon.

Not only did you take care of meeting our technology needs, but you provided much reassurance along the way. And as you promised, everything went exactly as planned (I've never been so happy to be wrong!)

Thanks again for all your patience and hard work. I look forward to a long and satisfying relationship together.

Sincerely,

Rebecca O'Brien
Operations Manager

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