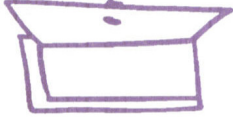


# SafeSpace

Helping Victims of Domestic Violence



April 22, 2013

Mr. Bryan Gardner, President/Operations Manager  
Level 4 Telcom  
2100 SE Hillmoor Dr., Suite 202  
Port Saint Lucie, FL 34952

Re: Hosted VoIP Phone System for SafeSpace, Inc.

To Whom It May Concern:

We have just recently switched our phone system to a new VoIP system hosted by Level 4 Telcom. The experience was very good, and I would recommend it to anyone thinking about upgrading or expanding their system.

The transition went very smoothly. This is a system that covers three counties and five different locations. First, Level 4 Telcom came in and did an analysis of what we wanted and what we truly needed. Then, they explained all the steps and timeline of what would happen and how the system would work. Next, they installed and tested the system before the actual switchover, so we never had any downtime.

All staff were trained both before and after the transition. We were very happy with the training and the fact that all questions were answered timely and in a context that we could all understand. There has been constant follow-up and monitoring, so we have not had any problems after the system was installed.

The voice quality is crystal clear, plus we now have many more features; i.e., voicemail, inter-office conferencing, e-fax, multiple location integration and many others that we did not have with our old system.

Another major factor is our communications costs have gone down 46% with the new system.

Again, I would recommend Level 4 Telcom to anyone who is looking for quality, integrity and excellent customer service.

Respectfully,

Robert DeYo, Jr.  
Director of Finance and Administration

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**CHIEF EXECUTIVE OFFICER**  
Jill Borowicz, M.S.W.

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