



March 14, 2001

**Spectrum Networks, Inc.
119 East Court St.
Cincinnati, Ohio, 45202**

To Whom It May Concern:

BridgeStreet Accommodations has been a customer of Spectrum Networks since August 1999. Prior to entering into our relationship with Spectrum, we had worked with several other telecommunication providers. We had numerous service issues with them and our frustration level with the entire industry was very high. Being in the corporate housing industry we are constantly adding and deleting telephone numbers from our account. Our previous providers could never seem to perform this task without service interruption to OUR clients.

Since we have been utilizing Spectrum I must admit that our faith in the telecom industry has been restored! Everyone that we have come in contact with at Spectrum has been extremely professional and responsive to our unique needs as a company. They took the time and initiative in presenting all of our managers with a step-by-step process that allows us to perform this task virtually error-free.

Have we had some bumps in the road since using Spectrum, most definitely! However, they ALWAYS keep us well informed of the situation and follow-up until the problem is corrected. For instances, a few months ago one of our locations was accidentally cancelled by an inexperienced support rep at Cable & Wireless USA. We immediately contacted Spectrum and within a few hours our location was back up and running!

I truly believe that BridgeStreet made the correct decision in partnering with Spectrum. I would highly recommend Spectrum to any company that was looking for a partner in the telecommunications industry.

Sincerely,

**Lynda Clutchey
Regional Vice President**