



To Whom It May Concern:

**WARNING!** Establishing a partnership with Spectrum Networks, Inc. may lead to service you have never before experienced in the telecommunications industry! If you do not like to have regular meetings to review your account, charges, or discuss new products and services then you do not want to consider this partnership. If you like having to place 3 or 4 calls to a company every time you have a service problem before they return the call then you do not want to consider this partnership. If you enjoy having to chase down billing nightmares instead of having your account manager actually do his/her job do then you do not want to consider this partnership. **However, if you want to do business with a company that treats you as a true business partner then Spectrum is the place for you!**

GRC has been working with Spectrum Networks for the past few years in regards to our telecommunications services and we have found them to be extremely responsive to all our needs. Whether we call at 10:00am or 10:00pm we know they will be there to assist us in whatever issue is at hand.

I personally have been in the telecommunications business for over 15 years and I have dealt with a number of carriers, salespeople, and account managers that promise the world but do not deliver on their promises. In the age when SERVICE is all you here but never receive, I can truly say that Spectrum has delivered on their commitment to be our liaison between the carriers. Instead of GRC chasing down billing errors or trying to get the carrier to follow-up on other service related issues all we have to do is place **one** call to our account manager, Krista Morris. She deals with all the frustrations and then keeps us updated on the status of the issue at hand. Most importantly, this allows GRC to concentrate on our CUSTOMERS!

I consider Spectrum to be one of GRC's most valuable business partners. In today's environment where the telecommunications market is ever-changing it is comforting to know that we have a partner looking out for the best interest of GRC.

I would highly recommend Spectrum to any organization!

Sincerely,

Dianna Hensley  
Telecommunications Manager