

voestalpine Polynorm Inc

10/30/07

To Whom It May Concern:

voestalpine Polynorm Inc. (Polynorm Automotive) purchased an AVAYA IP Office in 2004 from PCS of Jackson, MI. The main goal was to replace our older antiquated telephone system with a new VOIP system from AVAYA and network our locations in Novi and Stockbridge, MI together.

Since purchasing the IP Office system we have had very few failures, and when they have occurred PCS has provided prompt support and service and has saved us a great deal of money compared to our previous contract. The voice over ip system has performed as promised and the built in conferencing feature has made it easy to conduct conference calls with added benefit of no extra cost.

After learning the system basics making user name changes, resetting voicemail passwords and moving extensions is very, very easy. The system in itself is an easy one to use.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Walker", with a large, sweeping flourish that loops back to the start of the signature.

David Walker
Manager
Voestalpine
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voestalpine

ONE STEP AHEAD.