

**FALCON CARPET SERVICES, INC.**  
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November 8, 2005

To Whom It May Concern:

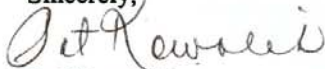
I wanted to take a moment to recognize the excellent service of PCS.

Ann Allison was very helpful and knowledgeable from the beginning in explaining what PCS had to offer our business and in analyzing our communication needs. Ann worked closely with AVAYA Financial Services and AVAYA Communications for a solution resulting in sufficiently reducing our monthly communication expenses. Through PCS's affordable warranty coverage, we were able to consolidate our monthly communication expenses, install new equipment and access to features not available to our business before the upgrade. Call Recording and Outcalling Voice Mail Message Notification are two examples of features and functionalities of the new system that intrigued us.

The installation of the new equipment went very smoothly, and we experienced minimal disruption during the transition. We found the people from PCS to be experienced, helpful, and knowledgeable. Barry Zaremba is a true professional and a terrific trainer. He "takes care of business" and answered all our questions.

As a business that works with people every day, we can appreciate the service that we received from PCS. I would recommend PCS to other businesses looking for a partnership with Communication Company who sincerely cares about their business.

Sincerely,



Pat Kowalik  
Falcon Carpet Services  
Troy, MI