



August 20, 2008

Re: PCS and the AVAYA IP Office Integrated VoIP Communications System


To Whom It May Concern:

When we, The Free Methodist Foundation, were looking to upgrade our communications system, we looked at four different vendors and manufacturers. We finally decided on PCS to be our primary service provider and implement the AVAYA IP Office system. We felt confident that PCS would provide the support that our business needed. We feel selecting PCS and AVAYA was a good choice.

PCS support has exceeded our expectations and they take even the smallest of issues very seriously and respond quickly. The AVAYA system has been a great addition to our business and has helped us streamline our communications. Most notably, it has helped us by providing IP telephone sets for our Regional VP's around the United States, allowing them to be on the same corporate phone system as the rest of the company. The conference center, voicemail to email, phone integration software, forwarding to cellular and dialing from MS Outlook have all been welcomed productivity tools. We also understand and appreciate PCS not "over-selling" VoIP technology but rather helping us to deploy VoIP technology where we needed it. The transition was smooth and we have had very minimal concerns. As far as cost is concerned PCS was significantly less than the main competing manufacturers.

From the initial proposal until today, PCS has shown true commitment to what they do. AVAYA's VoIP system is an excellent product and is easy to use. I am happy to provide this reference letter.

Sincerely,



Joshua Adams

Free Methodist Foundation  
8050 Spring Arbor Road  
Spring Arbor, MI 49283  
517-750-2727

