



HINCKLEY TOWNSHIP

1410 RIDGE ROAD
P.O. BOX 344
HINCKLEY, OHIO 44233
330-278-4181

*Small Town
Big Hearts*

Chairman

Martha Catherwood

Vice-Chairman

Raymond Schulte

Trustee

David Sambor

Fiscal Officer

Colleen Swedyk

February 10, 2016

Mike Profant
Business Network Team
2 Berea Commons Suite 205
Berea, Ohio 44017

Dear Mike:

On behalf of Hinckley Township we would like to express our sincere appreciation to you and your staff for your efforts in assisting us with a seamless transition from cable to a fiber-based voice and data network. Instrumental in this process was the presentation of our carrier and network options and the in-person support you provided during the interview process enabling township personnel to assess, analyze, question and negotiate with each carrier in order to make an informed, cost-effective decision.

While several competent carrier options were presented, Fidelity Fusion was selected due to their interoperability with Medina County Fiber Network. Of added value was the aggressive pricing package and advanced networking capability. We were fortunate to have several individuals who worked hand in hand with the Business Network Team who have praised their involvement through all phases of the project, including: discovery, procurement, implementation and post-sale support. The relationships between outside project vendors moved along seamlessly and anytime a situation presented itself that required action your firm was there to bring the parties together for an optimal solution.

Whether it be after hours or weekends your staff was ready and waiting to provide technical support in a courteous, professional manner. That attention to detail goes a long way when safety forces are concerned, and not only were we able to update our network capabilities, but the new Fiber network installation resulted in total interconnectivity between township administration, police, fire and service enabling us to communicate in a highly efficient manner. With the new Fiber network in place, Hinckley Township can continue to provide exceptional services to our residents.

Sincerely,

The Hinckley Township Board of Trustees

Martha Catherwood, *Chairman*

Raymond F. Schulte, *Vice-Chairman*

David Sambor, *Trustee*