



OFFICE OF THE CHIEF ADMINISTRATOR

July 16, 2013

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

RE: Telecom Contract Renewals and
Phone Audit

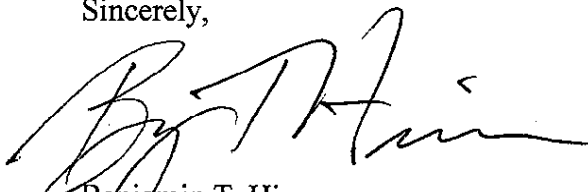
Dear Mr. Profant:

I wanted to express my thanks to you for the great service you and your team have provided to the Village of Chagrin Falls. Despite two other phone system audits over the past ten years, your investigation was the only one to identify and question the analog alarm circuits and associated cost. This analysis has allowed the Village to eliminate numerous circuits and use the nearly \$100,000 annual savings to install a fully monitored fire and burglar alarm system using modern technology.

Your company has the depth of knowledge and experience to find what others have overlooked several times when charged with the same task. Thank you again for all of your considerable help with this. The \$5800 that the investigation cost to have your technicians come out multiple times and identify approximately 40 circuits at multiple Village properties over the course of three days is the best money the Village has spent in a long time.

Thank you again for the valuable and comprehensive service. It was a pleasure working with you and your technicians.

Sincerely,



Benjamin T. Himes
Chief Administrative Officer