

**eliminating racism
empowering women**
ywca

YWCA Greater Milwaukee
1915 North Dr. Martin Luther King, Jr. Drive
Milwaukee, WI 53212
phone: 414.374.1800
fax: 414.374.2680
www.ywcamilw.org

November 5, 2008

Dear Mike, Liz, Radu and the rest of the BN Team,

I'd like to officially thank you for your prompt and professional work and personal dedication you've demonstrated to the benefit of our organization since the day we've decided to work with you as our primary account representative for our telecommunications contracts.

I'm writing this letter as a testimony to your sincere and knowledgeable efforts to help your clients to make financially sound decisions and give them same level of prompt support with the contracts that are in effect.

When I was first contacted by Mike regarding their services, I was immediately interested for two reasons: One, I had been trying to locate my AT&T account manager for months to no avail knowing that our contracts were due to expire later in the year and we were running out of time to get new contracts in place. And two, from the first conversation we had over the phone, I was convinced of at least *his* ability and experience to get things going for us in the time of need. His turn around time for pulling out the old contracts and creating renewals was phenomenal. Then we went over all our contract terms and options to select the best plan for our type of usage. I was in a crunch to get the contracts signed as soon as possible since I was going to be out of the country for an extended period of time. Shortly after we decided about the plans, Radu made a visit to our office; we sat down and went over the details once more, and signed the contracts. That was the easy part compared to what they've done for us afterwards. In the meanwhile I received a bill from AT&T with an increased out of contract rate for our voice primes. Our regular monthly bill is about \$4500. The out of contract amount was around \$14,000.

Immediately we wanted to dispute that amount due to my clear efforts trying to locate an AT&T account rep and getting a runaround for months. Mike said that we should be able to get a credit back with a caution. It would take some correspondence and pushing on their end but it was possible. This is when Liz jumped in to help, opened a dispute ticket with AT&T, and relentlessly followed up with them for a couple of months while keeping me informed regarding the progress. It felt like working with a staff member from my organization. Finally I received the good news from Liz that we will be credited \$9,089. They made it happen!

I can not thank them enough for what they saved my organization financially. I've been in this industry for 10 years and worked with various vendors. The BN Team went well beyond my expectations as a third party. They are knowledgeable professionals who answer every call, every email promptly and always willing to help and look out for your organization's interests. They are a valuable addition to *my* IT team. I've enjoyed working with them for the past four months, and I'm looking forward to working with them in the future. I would recommend this talented team to any organization in managing their contracts and services.

Please feel free to distribute this letter to your supervisors and prospect clients and have them contact me if they have any further questions.

Thank you,



Aylin Atay
IT Manager
YWCA Greater Milwaukee
o. 414.267.3223
f. 414.374.2680
www.ywcamilw.org

Board of Directors

Laura Lindner, *Chair*

Charlotte Cannon-Sain
Jean Davis
Melanie Fortune
Adrienne Grunau
Raejean Kanter
Nahid Keltner
Tanzy Lawhorn
Danielle Machata
Joyce Mallory
Brenda Merschorf
Heidi Moore
Celestina Owusu-Sanders
Shontra Powell
Sara Rogers
Gina Spang
Brenda Stugelmeyer
Lamerle Thomas
Rae Williams-McWhorter

Paula Penebaker,
Executive Director