

January 9, 2017



Copper State Communications

ATTN: Scott Kerbaugh, Structured Cabling Sales Manager
CC: Alex Brusalis, Technology Solutions Engineer

Gentlemen,

I simply wanted to reach out and extend my sincerest thanks for assisting us in revamping and upgrading our hotel property's Wi-Fi Internet network. All aspects of the project were completed in an extremely professional manner and we as a management staff could not be more pleased with the results.

Prior to the upgrade, we frequently received guest complaints on a daily (if not hourly) basis and now we have not had a single guest complaint over the two weeks since it was installed. After implementation, our guests have been thrilled with the speed of the connection and the availability of the network. This has significantly increased our associates' moral and will definitely boost our guest surveys for our property in general. Your attention to detail regarding our unique property layout and the constant adjusting of the system until the optimal configuration was achieved, was quite impressive.

Additionally, your customer service and response has been leaps and bounds greater than our previous vendor and we highly recommend Copper State Communications to any hospitality property owner for their Wi-Fi network installation and management needs.

Thanks again for your continued excellent support and we look forward to working with Copper State Communications on future projects to come.

Sincerely,

A handwritten signature in blue ink that reads "Blair Vigh".

Blair Vigh
General Manager
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