

Lonny,

I can't tell you how glad I am that we found and now have Performance Telecom as our telecom support vendor. Thank you so much for your assistance in getting us through this horrible phone situation, first the chassis, then the power switch, then the board, then the programming.

Through it all you and Tom have been helpful, supportive and responsive as has your entire team.

Thank you for your assistance and responsiveness.

JAJ

Information Technology Administrator

Hi Linda,

In this day and age, we all hear about the bad stuff, but I wanted to send you a message and let you know that Tom did a really great job at the Staybridge today.

If you could, please pass along to all that I appreciate his work and attention to detail today... and most of all... his patience dealing with a notoriously difficult client.

Thanks again,

JM

Senior Project Coordinator

Lonny,

I just wanted to leave a message for you to tell you that I think that your guys did a wonderful job today. I don't know if you hear that very often but I figured you should know that they were very professional and I loved that they got a vacuum out and cleaned up after their mess, and they just did a really great job. [They] were just in and out got it done as quickly as they could. It was just nice to see service like that and I figured I'd pass that on to you. Thank you so much. I appreciate your cooperating and getting them out here as soon as possible. I will definitely use your company next time we need some more wiring done. I appreciate it and have a great weekend.

D

Douglas Partners

Good Morning Lonny,

I just wanted to take the time to thank you greatly for your response to my call for service of a phone line. I know that with today's busy schedules and commitments, it is sometimes difficult to provide superior service. Your response displayed the commitment to service excellence that many companies are now beginning to realize is the driving factor for success. You and your team are definitely STARS and deserving of the recognition. Here is a thought for the day and again thank you and have a great day.

RC
Liberty Mutual

Pete,

The work was completed yesterday and I want to express my thanks to for sending out two very good guys! They were on time, courteous, professional and thoroughly understood the task at hand.

We have had a few different contracted vendors out doing cabling work in the last few weeks that were hardly worth the time and cost. However, I can tell you with these two gentlemen that you sent us – I didn't need to babysit them or follow behind to make sure they were doing exactly what was asked. They came in, did precisely what I needed and had the necessary tools needed to save both of our company's time and money!

In the future – if I need a company for cabling needs – I will be calling you!

Thanks!

PB
Liberty Mutual: Orlando, FL

Lonny,

Thanks for your help and for working with our tight schedule. Your guys did a great, professional job.

DDR
Senior Manager

Lonny,

In reference to the job you did for us a while ago over at our office in Tampa- when we moved from the clubhouse to one of the apartments- I finally had the opportunity to see the work that was done and I've got to hand it to you all, it was great.

I really had no idea how you were going to keep the cables hidden and keep the apartment in a respectable condition but you managed to do just that. Everything from the conduit molding to the jacks is a great example of the high quality of service Performance Telecom provides.

As I've told you time and time again, my teams always have positive responses to your technicians from their apparel to attitude to service. I'm thankful that we're able to team up and work together on Parkstone's needs and look forward to working with you more in the future.

Thanks again for all your help and assistance.

Regards,

RRP
Vice President, Operations

Hi Linda,

From a previous business owner perspective, I give Performance Telecom's customer service 5 gold stars!

Thanks for the instructions today to reset our system date and time.

I'm sure you have larger customers needing your attention but Performance Telecom always extends their very best efforts to us!

All our appreciation,

DD
Office Manager
Commercial Wood Designs, Inc.

Pete,

Your team did an excellent job for us! Please pass along my sincere gratitude for their efforts.

SP
CFE

Linda,

See below from client for the service call you completed on 9/18 for KLC (Childrens Learning Center), Celebration, FL
Thank you for providing great service.

SI
Services Delivery Coordinator
Voice & Data Networks, Inc.

Hi SI,

I just wanted to let you know that the CD was VERY happy with the tech that came out to fix their site.
She said he knew just what to do, how to do it and made short work of getting it done.
He made a very favorable impression for VDN.

Just thought you should know.

Thanks,
SS