

Subject: Completion of NOSC Pbx move to Luke AFB

Mr. Mercer:

The NTDS team redoing the call tree of which I'm very impressed with and the firmware upgrades was completed at 8 P.M. The extended hours are due to the upgrades to more current software loads in the switch and the firmware in the phones.

The maintenance time authorization I hope will cover their time they put forth great effort to get the NOSC Pbx platform to exceed the quality that I envisioned.

Both Philip and Brad did a superior job in dealing with the changes that we received from the NOSC. We are now utilizing more of the platforms capability then we did at the former site. The next e-mail will give you more perspective on the loads and firmware that I feel we need to get authorization on doing annually.

Both Philip and Brad have a 3 hour drive ahead of them back to Tucson, Az.

A tremendous job and effort by NTDS they are an excellent business partner to work with.

vr/LCDR Doug Roberts

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