



Broker Educational Sales and Training, Inc.

"Knowledge Is Your BEST Investment"

12/17/2013

Republic Voice and Data
Donna Arsenault
Tampa, FL

To Whom It May Concern:

Broker Educational Sales & Training, Inc. (aka BEST) contacted 3 local companies for quotes on new telephone equipment in an effort to update and change the delivery method of voice phone service from POTS to PRI. Donna Arsenault, President of Republic Voice and Data, contacted BEST to arrange an onsite evaluation. The other companies provided quotes via email with no onsite evaluation. Donna arrived and visited each department over a 5-hour period discussing the system in place and addressing requests from all 20 employees for features that would ultimately lead to increased productivity. Donna submitted a quote, followed up with a meeting with the CFO and IT Department and her crew met with the IT staff that Saturday and spent 10 hours setting up the system to make it functional for Monday morning. On Monday a crew of 2 from Republic arrived as BEST opened for business. Throughout the day, as training was held, employee questions were addressed and the small issues that came up were all remedied in a timely fashion. Republic Voice and Data continues a good working relationship in providing very timely response to questions and always offers excellent service as we continue to grow with our new phone system.

We appreciate all that Republic Voice and Data has done and continues to do to in an effort to provide us with excellent phone service.

Thank you for all your expertise,

Broker Educational Sales & Training, Inc.