



March 4, 2013

Sound Line Communications  
Attn: Barrett Adams, CEO  
19011 Woodinville-Snohomish Rd. NE  
Suite 230  
Woodinville, WA 98072

Subject: New Phone System

Dear Mr. Adams:

Thank you for installing the new St. Monica Parish phone system so quickly and effectively despite the many problems that needed to be fixed during the conversion process. The system works as advertised and is achieving considerable cost savings for us. The more than one-third reduction in our monthly phone costs will definitely help our strapped operating budget

Several aspects of the installation are especially noteworthy, and we wanted to document them for you. Feel free to provide these observations to prospective customers.

First, we appreciate your company adhering to the installation cost estimate and meeting the agreed-to installation schedule without delay. Many other contractors would have at least proposed a change order given the additional technical hours of support required. Instead, you put the satisfaction of the parish as your customer ahead of all other concerns.

Second, Michael and Nate did an outstanding job in working through several technical issues. Our parish and school staff found them to be not only knowledgeable but very personable and engaging, and results-oriented. Their ability to resolve our fax machine issues is worthy of special note. Providing fax capability was never part of our original agreement, as you know. Yet, when you proposed a solution to fax machine requirements and it failed to meet your expectations, Michael and Nate made it work as planned in spite of the additional time commitment.

Third, you offered to help us sell our surplus phone equipment on eBay, and so far you have met your commitment. Given the shortage of parish staff, it would have been difficult at best for us to find a buyer through normal channels or to get up-to-speed on eBay protocols in a timely manner.

In short, Sound Line has earned the high regard of St. Monica Parish based on its quality phone service, low operating cost, commitment to competence and, most of all, its focus on customer satisfaction.

Sincerely,

*Dennis Applegate*

Dennis Applegate, CPA  
Parish Administrator  
206 232-2900 ext. 122

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cc: Fr. Patrick Freitag, Pastor