



Villas of Cave Creek

To whom it may concern:

I recently had the pleasure of working with Lynn Novitsky of Lan Communications. I was looking to purchase a new telephone system for the Villas of Cave Creek due to the many problems we were having. Once Lynn heard the on-going issues with the telephone system and our telephone carrier she offered to help try to get the system corrected first rather than purchase a new system to save us a substantial amount of money.

Ms. Novitsky worked tirelessly with both the telephone system service company and our telephone carrier to not only get all our problems corrected, but done at a minimal cost. Lynn was there each time a technician was sent out to explain what was needed and what was expected to ensure the system was working at peak performance. When any new problems came up she was always available and quick to get the problem corrected. Not only did Lynn save us the cost of a new telephone system, she also audited our telephone account and has saved us almost \$9,000 per year by cancelling unused and nonfunctional lines.

In a side chat one day I mentioned our internet service was extremely slow and we received many complaints on a daily basis. Lynn took it upon herself to reach out to other properties in Cave Creek to find us a new provider. We now have a much better internet connection at a faster pace and our Owners and guests are happy.

I would highly recommend Ms. Novitsky to any of our other properties with TPI/VRI. Lynn has gone above and beyond every expectation I had. If you would like any further information, please feel free to contact me at Patricia.Dye@tradingplaces.com.

Sincerely,

Tricia Dye
General Manager