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April 13, 2009

Lynn Novitsky
Kihei, Hawaii

Dear Lynn,

I would like to thank you for the telephone audit services you provided to me and Kahana Falls Resort. Your expertise in the telecommunication business is unequalled by many.

When I started with the Kahana Falls Resort the first thing I noticed was the exorbitant high telephone bills. There was so much that was intertwined here, unnecessary equipment not in use, and extra phone lines, that no one could figure out what was actually needed. You however, came in and with your audit capabilities started us saving money within the first month, and credits following that. The total saved after all said and done was over 75% of our telephone bill or over \$14,000 a year. We were also able to reduce the equipment we were using, which enables us to reduce any down time on the system and expense of unnecessary repairs.

I hope that other companies you come in contact with see and take advantage of your cost saving audits. I know they will be as impressed as I am, especially since it doesn't cost anything to take a look.

Again thank you for your help.

Sincerely,

A handwritten signature in black ink, appearing to read "RJZ", with a large, stylized initial "R" and a long horizontal stroke extending to the right.

Richard J. Zimmerman
Resort General Manager
Kahana Falls Resort