

CONTRACTORS STEEL COMPANY



*Complete Steel Warehousing
and Processing Facilities*

To all those interested,

My company has been doing business with Great Lakes Telecom for the past 10 years. My dealings have included working with sales, installation, service, and technical support, for our headquarters and three branches located in the mid-west and I can only say that the experience has been "top notch."

My company lives and dies by our phone system. We do a majority of our business as order takers over the phone, along with an enormous number of inbound and outbound faxes. Ted and the people at Great Lakes Telecom understand this and when a problem arises, they take care of it promptly and efficiently. Their ability to diagnose and fix things remotely means that I will experience a minimal amount of downtime, if any. If a piece of hardware does actually need to be replaced, their friendly, knowledgeable technicians come out and have us up and running quickly. That's important to us; after all, time is money and you can never have enough of both.

Technically, Great Lakes has been able to wire us up with both voice and data connections. Whether in the office or warehouse, copper or fiber, they do it all; but more importantly, they get it all to work! That's vital when we add equipment that needs to communicate directly with our computer systems.

Ted and Beth are always looking to save us money while placing or receiving calls to/from our customers, or connecting our branches together in a WAN. The least cost routing program they set up has saved my company between 43 and 52 percent in long distance charges annually from my previous provider; our downtime has been reduced from days to minutes. The companies they have recommended that I have my service with have all been reputable companies with known track records. They don't recommend companies with a low price but no history of service or a history of bad service.

In summary, my relationship with Great Lakes Telecom has been very satisfying on both the service and hardware aspects. Thank you for saving me money and time and making my company more efficient through the use of advanced voice and data technology.

Sincerely,

Robert A. Simon
Chief Finance Officer
Chief Information Officer
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Livonia, Michigan

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