



FINGERLE LUMBER CO.

**617 FIFTH AVENUE
P.O. BOX 1167**

**ANN ARBOR, MI 48106
(313) 663-0581**

To Parties Interested in Great Lakes Telecom as a Supplier:

On behalf of my company, I have been dealing with Great Lakes Telecom since the very early 1980's for both equipment and service. I would recommend them very highly to anyone considering the purchase of telecommunications equipment or service. They have earned this recommendation.

Their pricing has always been fair, but more important than price is the fact that everything they have sold me has been of very high quality and has functioned reliably. I am still using the same basic equipment they first sold me, upgraded over time, and it is still as viable today as it was over a dozen years ago. Buying equipment that will outlast the normal useful life span of similar high tech equipment can result in real savings down the road.

Their service has been exceptional. The response time has been very short, and on the very few occasions when service was disrupted they have always managed to get the problem taken care of quickly. They keep a good assortment of replacement parts on hand at all times, and have always had what we needed available right away.

Perhaps the most valuable "extra" they bring to the table is their technical expertise and understanding of how systems really work, their ability to adapt systems to all sorts of special needs. They know what they are doing.

I will be happy to talk with anyone who wishes to ask specific questions about our experience with Great Lakes. Simply call me. If I am out, leave a message, and I'll return your call. If you decide to use them, I believe you will be pleased with the decision over time.

Sincerely,

Robert L. Shroup
Vice President