

December 10, 2009

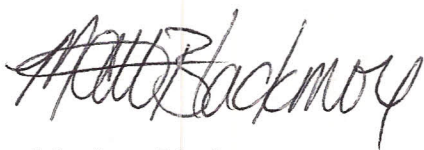
Since March of 2009, The Fairmont Kea Lani has worked very closely with Lynn Novitsky (LAN Communications, Inc.) on optimizing the setup of our phone system. Our relationship has been extremely positive on both a financial and education level, and I would highly recommend her services.

Although we have competent staff in house to maintain our network services and billing, we believed it was prudent to take advantage of Lynn's free audit and expertise to ensure our setup was truly optimized and there was not something more we could be doing.

With her knowledge of phone company tariffs and telecommunications infrastructure, she was able to uncover over-billing by our vendors, work with those vendors to obtain credits on our behalf and also rework how are phone traffic flows both in and out of the hotel to optimize our setup.

With her knowledge of networks and equipment she was able to come up with a new design that will save The Fairmont Kea Lani over 75% of its monthly spend going forward. Lynn is diligent and persistent and will not stop until the job is complete.

Should you have questions, please feel free to contact me.



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