



July 28, 2010

To Whom It May Concern:

The Whaler on Ka'anapali Beach, AOA recommends Lynn Novitsky of LAN Communications to any company that wishes to cost effectively optimize the efficiency of their phone system.

Lynn Novitsky has been instrumental in optimizing the setup of our phone system. To start, she offered us a free audit to ensure that we were being billed properly by our phone company. With her vast knowledge of phone company tariffs, fees, and other phone billing details, by simply scanning over our past phone bills, she was able to very quickly find areas in which we could save in the future. She was also able to find errors in our previous phone billing that warranted large credits from the phone company. In less than a year, she has been able to save us approximately 64% of our monthly phone bills as well as over \$11,000 in credit from the phone company for the past billing. She has been able to help us redesign our call accounting system into a profit center rather than a "debit" center.

Lynn has been a great liaison between us and the phone company, as she knows the phone company lingo. She is our advocate when discussing and reviewing all billing or overseeing any work requests done by the phone company to ensure proper programming and thorough service from them.

Lynn's customer service should also be noted. She has gone above and beyond the call of duty, being gracious enough to offer her time and expertise in assisting not only with billing but with miscellaneous issues such as working directly with Guests and Owners on phone issues affecting individual units. She's helped us get our phone system more organized by helping us identify unknown phone lines and creating a very useful phone directory to refer to. Lynn has always shared her knowledge of phone systems freely with us in her effort to give us the tools we need to better manage our phone system in the future. She has also been a great resource for phone hardware needs as she knows a lot of people in the business.

It has been an absolute delight to work with Lynn, who has earned the name "phone lady" on our property. We recommend her services to anyone who wishes to benefit from a very delightful, knowledgeable, and professional phone systems expert.

Sincerely,

Mila Salvador
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