



**Respond To:**

*John T. Longo (401) 383-7550*  
[jtlongo@citadelpc.com](mailto:jtlongo@citadelpc.com)

**Citadel File #: 3061**

January 7, 2015

Daniel Gagnon  
Anchor Telcom, LLC  
40 Oakland Drive  
West Warwick, RI 02893

RE: Exceptional Service

Dear Dan:

Thank you for delivering my business from its telephone miseries.


When I moved my law firm to a new office, I switched to a VOIP phone system with a different company here in Rhode Island. A few surprising bills later, I realized their sales, service and administrative staffs were not on the same page so I switched to Vonage. Vonage was a nightmare – problems porting my numbers, problems programing my phones, problems customizing the system and hours on the phone with tech support dealing with different people every time. I was spending too much time learning to be my own phone tech and not enough time practicing law. Frustrated, I was prepared to plug in my clunky old system and just walk away from the money I had spent on VOIP phones.

Then I found Anchor Telcom.

You came out and met me, got a feel for my business, asked me what I wanted and suggested things I had not thought of. A week later, you came back and set up the entire system without us missing a call. What I had spent 30+ hours trying to do, you did better and in less than 1 day.

I am very happy with Anchor and recommend it to any business that wants to switch to VOIP.

Sincerely,

  
John T. Longo  
Attorney at Law

P.S. My phone bill is now lower than it was with RI Telephone and Vonage.

NOTE: On June 1, 2014, we moved to 996 Smith Street. Same Zip Code and phone numbers.