



Richmond Police Department

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Chief of Police

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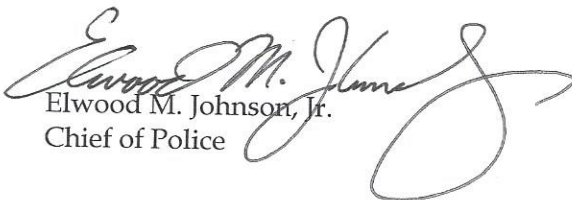
Letter of Recommendation

To Whom It May Concern,

Our police department has done business with **Anchor Telecom** for approximately five (5) years now. Our professional dealings with **Dan Gagnon** and his company began with occasional consulting services when we experienced a series of problems with our telephone system. Mr. Gagnon always proved timely and reliable in his response, and beat every other vendor on price and response time. We are an emergency response agency, yet some vendors had difficulty sending a technician out inside of 24 hours. Dan always came through when called upon, and had us up and running in a short amount of time. This led us to hire his company for our upgrade to a new VoIP phone system, which has proven to be a tremendous improvement.

Dan and his team at Anchor Telecom have embodied a business grounded in integrity, honesty, and reliability. The Anchor Team has been wonderful in handling the unique requirements of our 911 call center and the Richmond Police Department. Time and time again, they have proven to possess great technical skills, and a real comprehensive understanding of our agency's telecommunications needs. Unlike some larger companies we have dealt with, Dan makes us feel like he truly cares about our operation and our experience as one of his customers. He has always considered our needs as a customer to be more important than simply making a sale. I appreciate his straightforward approach and years of accumulated knowledge he has acquired in the industry. This has allowed us to build a partnership with Anchor that goes well beyond the typical customer/vendor relationship. Anchor Telecom, though they may be a small local company, shows true professionalism and offers great service. We consider ourselves fortunate to have such a quality telephone/communications company in the State of Rhode Island. I highly recommend Dan and his team as a technology partner for any organization in need of updating their communications equipment.

Sincerely,


Elwood M. Johnson, Jr.
Chief of Police