

S O U T H E A S T  C O R P O R A T E

Jim Horlacher
Southeast Corporate Federal Credit Union
8400 Baymeadows Way, Suite 18
Jacksonville Florida 32256
May 21, 2012

To whom it may concern:

It is with great pleasure that I recommend Sammy (Sam) Barcia.

I met Sam when he was an account manager at Level 3 Communications. We were in the process of seeking a new service provider for voice and data services. Sam took the time to fully understand our requirements and put together a very effective solution designed to meet both our short and long term needs.


The resulting solution was a direct on-network fiber optic connectivity solution. The on-net direct fiber solution has provided the increased reliability we needed for servicing approximately 300 other credit union locations.

As the process materialized for city permits, core network electronics delivery, time estimates, outside plant commencement, and more Sam kept us informed along the way. As firm order commitments neared and adjusted, Sam kept us informed to prepare expected cutover coordination.

Our relationship with Sam remained strong after the contract was signed; he continued to track the installation process and was available to help us resolve problems when we transitioned to Level 3's infrastructure. He was available days, nights and weekends as we worked through persistent problems. Without Sam's involvement we most likely would not be with Level 3 today.

Sam knows the value of customer service he lives and breathes it on a regular basis. Sam is an ethical, honest and hardworking individual who can always be counted on to deliver on his commitments.

Sincerely,



Jim Horlacher
SVP/Chief Technology Officer