



YMCA
We build strong kids,
strong families, strong communities.

April 3, 2008

Loretta Roby
President & CEO
Caleidoscope Communications, Inc.
3 Main St., Suite 212
Burlington, VT 05401

Ms. Roby:

I am writing to express my sincere gratitude and thanks for the efforts and hard work of the Implementation Team that was assigned to our Winooski Community Center project that opened on March 31, 2008.

The team consisted of **Andy Fuller, David McBride, Nate Scott, and Tanna Lee**. Each of them played important roles in obtaining, provisioning, and delivering the Verizon Services we needed as well as building, configuring, and installing a Nortel BCM 50 Telephone System with eight Nortel phone sets.

All of them served as advocates on our behalf in evaluating and overcoming the challenges the Greater Burlington YMCA was presented from November 2007 to the opening this past Monday. In addition, all members of the team went above and beyond the call of their duties to ensure that the telecommunications infrastructure (voice & data) was operational and working to our expectations and satisfaction. Lastly, the team was adaptable to random snafus that occurred in the last two weeks of the project which would not have been handled without their willingness and flexibility.

I am looking forward to our new ongoing relationship with Caleidoscope and I extend an offer to you and your company to serve as a customer reference.

Sincerely,

Glen Trejbal, MCSE, MCDBA, CCA
Director of Information Systems

Greater Burlington YMCA ▼ 266 College Street ▼ Burlington, Vermont 05401
(802) 862-9622 ▼ Fax: (802) 862-9984
www.gbymca.org