

Tuesday, February 13, 2018

Mr. Steve Sutton, President
Copper State Communications
2820 N. 36th Avenue
Phoenix, AZ 85009

Dear Mr. Sutton,

I'm writing to you as a huge thank you to the support and implementation team for our new ShoreTel Phone system.

We've used Copper State to manage and provide our phone system for more than 15 years. Michael, Ron, and the rest of your support team helped keep our old Nortel system up and running long after our initial expected lifespan. Their attention and dedication to us as a customer were the best sales pitch any company could ever make.

Matt was an amazing Project Manager and really helped keep things on track with us and CenturyLink. He and Donnie were extremely helpful in getting our system here and at our branches online with minimal and easily planned downtime.

I'd be happy to recommend Copper State to any potential client you may encounter. If you have any questions, please feel free to contact me. From me, Omar (our Project Manager), our technical team, and our entire organization, thank you guys for the work you put in to make our transition as seamless as possible.

Sincerely,



Martin Jacobsen
Director of IT
Arizona Central Credit Union