

# NEW BUSINESS MINNESOTA

Feb. 24, 2012

To Velocity Telephone

RE: Testimonial

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I just wanted to let you know how much I am enjoying being a new customer of Velocity Telephone. My prior phone company made claims of being flexible that were not supported by their performance. Then they ran me through the ringer when I had problems.

Jim Hickle assured me that working with Velocity would be a different experience. He sure was right. My previous IP phone service cost me hundreds of dollars a month more than the package Jim put together for me and it has all the bells and whistles I need.

The best part is that I feel like I'm in control again. I took the phone out of the box and plugged it in to my internet router. In a matter of minutes I was up and running thanks to your customer service guy, Aaron.

Moving from my old phone provider to Velocity was a breeze. Aaron made sure that my number was ported on schedule so I never missed a call. That was my biggest concern.

He gave me a quick tutorial on setting up my voice mail, our phone tree, call forwarding and other features. Then he gave me a tour of the online portal that has all the training videos that explain everything. I love that a tech didn't have to come out. I'm in control, but I'm not alone. That's a good combination.

This is the phone system I should have had when I first started my business five years ago.

Sincerely,



Patrick Boulay  
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