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We are a small garage door and glass installation business located in eastern Massachusetts. We have 11 cellular phones for our field technicians and our Sprint bill runs about \$430 per month. When Brenda approached us, anxious to audit our bills and hopefully save us some money, we were hesitant that she could do anything on such a small amount. We are happy to report that we were pleasantly surprised!

We had some problems with Sprint in the past and have to admit that it was very frustrating and time consuming trying to deal with the numerous reps at Sprint. Brenda took over the account and cut right through the issues. She had a list of questions and vigilantly followed through on all of them on our behalf. Even though we were considered a "mini client", we did not feel that we were treated that way. Brenda spent hours working with Sprint customer service to get us the best deals possible. In one specific instance where Brenda found that we were being charged for a data card that we didn't even have, she was able to get us back six months of billings, when the Sprint policy is only 60 days. In total, she found over \$300 in billing errors alone.

For our plans, Brenda again worked through various company resources to get us the best possible service and price. Our contract with Sprint does not end until December but she was able to revise our current plans in such a way that ultimately will save us about \$175 per month without any interruption of service. Additionally, she made recommendations for us with other possible suppliers in anticipation of our contract termination. Her analyses of our needs as a small business were right on and we feel that she always had our best interests in mind. The 40% monthly savings was also very much appreciated and any increase to our bottom line certainly comes in handy!

We look forward to working with Brenda on a monthly basis and feel comfortable that we no longer have to worry about the phone company taking advantage of us because she will continue to validate our bills and make corrections as necessary.

Sincerely,

Dotty Molignano

American Garage Door and Glass, Inc