



# VILLAGE OF NORRIDGE

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March 31, 2011

Call One

Attn: Colleen Lamb Ferrara

Dear Colleen,

I want to tell you how satisfied the Village of Norridge is with your phone service-support services that you offer our organization.

Prior to selecting Call One, we were with another provider and decided to make the switch to for a variety of reasons. Being a government institution, we are always looking to save money, but at the same time not compromise service. Call One has achieved both of those goals for our organization.

As an IT Professional, Call One has excellent response times and is very attentive to our needs. It's nice to know we don't have to constantly be following up on issues once we report them.

Again, I would like to thank Call One for their professional services and their responsiveness in those times of need. The Village of Norridge looks forward to continuing its relationship with Call One.

Sincerely,

Douglass Strempek  
Information Technology Coordinator