



To Whom It May Concern:

Pacesetter Claims Service uses Convey Communications to support the Altigen Phone System. Although not initially buying the product from Convey we now use them for their overall telephony expertise in supporting the product.

Our telephone system is a core component of how we communicate with the 1,500 plus insurance adjusters we employ at Pacesetter. So it's a critical component to running our business. Convey Communications represents an excellent vendor option for this product and I'm sure the other products and services they offer as well.

In speaking about the product Convey supports in our case, the Altigen system is a solid product. Having the system for many years now we have been pleased with several areas of importance:

- Reliability – the product is a workhorse with minimal downtime
- Programming Ease of Use – we do need Convey's support, but there is a tremendous amount of programming we do on the system, saving us time and money.
- Robust Capacities – as I mentioned we have over 1,500 extensions on the system, people working all over the country on this system.

In summary, I definitely recommend both Convey Communications and the Altigen phone system as excellent choices for any company's telephony needs.

Sincerely,

David Borg
IT Director
Pacesetter Claims Service, Inc.