



Volunteers of America of Southwest California  
3530 Camino Del Rio North, Suite 300  
San Diego, California 92108  
Tel: 619.282.8211  
Fax: 619.282.1300

March 21, 2011

**Gerald McFadden**  
*President/CEO*

To whom it may concern:

I have been working with Network Services Corp. since October of 2010. During this time, they have been extremely helpful in assisting VOA, Southwest CA in managing our telecommunications and data needs.

Network Services Corp. , a Master Agent for At&t, approached us to do an audit on our telco/data services and expenses. So far, they have delivered everything that they promised and more including:

- Reduce monthly expenditure
- Streamline telco/data services with one provider, At&t
- Provide consolidated billing
- Follow up to cancel ALL previous billing from other providers
- Ensure that California Teleconnect Fund discounts are disbursed, as promised
- Coordinate with At&t Maintenance Group to assist with service related issues
- Act as an advocate/liaison with regard to any and all At&t issues

All in all, we have been very pleased with the level of service provided to our organization and would recommend their services to any organization looking to accomplish any of the above.

Sincerely,

A handwritten signature in blue ink, appearing to read "T. Phipps", with a stylized flourish at the end.

Tony Phipps, Information Technology Support