

# DLUBAK GLASS COMPANY

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To Whom It May Concern:

Located in six states across the US, Dlubak Glass Company is the largest US processor and recycler of automotive plate and windshield glass, TV & PC Monitor tube glass, and lighting industry glass. As we have expanded and grown, so has our need and dependency on reliable, cost-effective telecommunication systems. Over time, it had become increasingly difficult to monitor and manage the plethora of services and costs across our locations and choices of service providers and plans.

Kris Macurdy, of Three Rivers Telecom Consulting, has helped us overcome this problem. Kris performed a thorough analysis of our local, long distance, internet, and cellular services. His findings resulted in the recovery of multiple billing errors, significant reductions in costs for local, long distance and cellular services, productivity and performance improvements in our data and voice networks, and significant reductions in the telecom management workloads.

Not only did Kris' solutions reduce our cellular expenses by 20%, our local service expenses by over 25%, and our long distance expenses by over 45%, he also consolidated and simplified the number of telecom bills we need to process each month. When we upgraded our data networking applications, Kris helped us with the selection and implementation of new high-speed internet service at our corporate headquarters. He also managed the definition and installation of new notification equipment in our Fabrication Shop. With his solution, we now have a reliable phone system in a very challenging environment. Now, Kris continues to monitor our usages and invoices, finding and resolving many unauthorized "slamming" and "cramming" charges.

Our main business is glass recycling. We have enough challenges being successful in that business without the added burden of endless support calls and no results with our telecom providers. We appreciate the help that Kris has provided in easing that burden on us. We feel his top priority is to provide our company with the best service possible, at the best rates possible. We recommend him highly as a knowledgeable, professional and effective telecommunications consultant.



Kathie Anderson  
Dlubak Glass Company