



TOWN OF BREWSTER

WATER DEPARTMENT



William Porter
Walter Rowles
Richard Lockyer
Board of Water Commissioners

Paul V. Hicks
Superintendent

May 25, 2009

RE: Cape Wide Telephone

To whom it may concern:

Recently completing the construction of the Brewster Water Department Operations Facility, one of the items reserved from the general contract for our performance was a new business telephone system. In contacting vendors regarding current technology and offerings, we called Mr. Byron Lafferty of Cape Wide Telephone. After initial contacts were made, each of three vendors were invited to come and discuss their equipment and support services with Water Department staff. Mr. Lafferty arrived, well organized and with a demonstration system for us to view and operate. This was well beyond the presentations of the other two vendors.

Scope and specifications were developed and a system was quoted, as is required by public procurement, by the three vendors. Cape Wide Telephone won the project and was signed into contract for the phone system.

Over the course of final construction, Cape Wide Telephone was invaluable on numerous occasions dealing with the phone company in getting the proper cabling installed in the street as well as the service entry type into the building.

The quoted ESI telephone system installation was performed in a prompt, neat and professional manner. Great attention to detail and quality of equipment quoted has led to a truly customized communications system for our new Operations Facility. Through the training and initial use, Byron and Cape Wide Telephone's staff have been very responsive and promptly dealt with the very few issues regardless of the cause. I look forward to a long and beneficial relationship with Cape Wide Telephone.

I would recommend Cape Wide Telephone and ESI telephone products without hesitation.

Respectfully,

Paul V. Hicks, Superintendent