



February 12, 2009

Jeremy Sloan  
Dynamic CommSource, Inc.  
2434 Baylor Dr. SE Albuquerque, NM 87106

Dear Jeremy,

We had an ice storm last December. We lost power and when the power was restored, all was fine...or so we thought. Our phone system worked except we no longer had voice-mail. I bought the system from our local phone company and they confirmed that the Flash 2 component of our Nortel Norstar system was not functioning. They said that the Flash 2 component was no longer available and recommended replacement of our entire phone system. The cost for my small office would be \$9,000. I wasn't too bothered until I found out that my office insurance would not provide any purchase assistance.

I decided to Google: "Nortel phones used." "Used Nortel Phone System" popped up. I clicked it. BakerStreetResources.com came up with 888-835-2700. I called it wondering how long it would take me to find someone knowledgeable about my phone system. I was talking to Brian Morrison and I was pleasantly surprised that he knew a whole lot more about my phone system than I did. He had me check the power supply first to make sure that my problem didn't have a simple fix. When he confirmed that replacement of the FLASH 2 (the voice-mail component) was required, I asked if he'd be able to find one for me. He said that he didn't have to find one because he was looking at one on his desk!

Brian told me the price and asked if I had a technician who could do the programming. I said, "No." He said that for a couple of hours at \$80/hr. They would be able to program the unit. I said, "Great!" My final bill (included only 1 hr of labor) was \$520.00 and a whole lot better than \$9,000!

I can't tell you how pleased I am with the way Brian Morrison helped me solve a big problem. Every conversation was helpful. Every question was answered. The component arrived on time and unscratched. Brian's written instructions were accurate and explicit. Thanks for having a man like Brian on your team. I don't have to wonder where I'm going the next time I have equipment needs.

Very sincerely,

Bart Haas, C.C.I.M.  
Broker/Owner

c.c. Shaan Sloan