



## SETTLE TIRE AND SUPPLY CO., INC.

824 PRESTON AVENUE CHARLOTTESVILLE, VIRGINIA 22901

To Whom It May Concern:

PJ Networks has been the IT support company for Settle Tire since June of 2010, and they currently handle all of our business technology needs. As the General Manager for Settle Tire, it is very important for me to have all of our computer and network systems working properly at all times, including the server, workstations, printers and Internet connection. Without those things, we cannot perform our daily tasks, which include checking in customers, performing state inspections, ordering automotive parts, invoicing for our work and managing our inventory. In the nine years that PJ Networks has been our IT support provider, they have always been available when we need them and have taken excellent care of our business technology needs.

We recently decided that the business phone system that we have been using for many years was no longer working well for our business. We had difficulty with it for various reasons, including reliability, functionality and even some of the basic features, such as being able to tell when an employee was already on the phone with another customer and a call needed to go to their voicemail. When we reached out to PJ Networks about the phone's they promptly provided us with a demo of multiple options explaining in detail the difference, benefits and functionality of each of the phones. This process made it easy for us to make a decision we were confident in. PJ Networks then presented us with a VoIP phone system quote from Greenlink Networks that not only covered all of the features that we were looking for, but also included some that we had not even thought about, such as having our voicemails sent to us as e-mail attachments in order to make sure that we never miss a customer message.

The team at PJ Networks worked directly with us to get all of the proper network equipment into place, choose the best handsets for each of our employees, configure the displays to work the way that would most benefit us, and then they were here with us on the day that the new system went live to make sure that everything was working properly. There were just a few minutes of downtime during the transition, and then all of the phones were fully functional. It also turns out that the new system has more available lines than our last one did, and it was much more affordable than we thought it might be. Even after the install and go live PJ Networks kept in close contact with us and made follow up visits to ensure the system is working as expected.

With that being said I have to admit that I was still nervous as you can expect as we have a business to run and can not afford to not be able to communicate with our customers for a long period of time. PJ Networks set that nervous feeling at ease by going above and beyond the call of duty to ensure we were up and running. Not only did they help with the transition to the new system they ensure all employees felt confident when using the system. For me it is a no brainer to continue doing business with PJ Networks and Greenlink!

We are extremely pleased with our Greenlink Networks new VoIP phone system from PJ Networks, and I would recommend it to any business that is looking for a new phone system solution.

Best Regards,

Drew Morris

Settle Tire Pros, General Manager