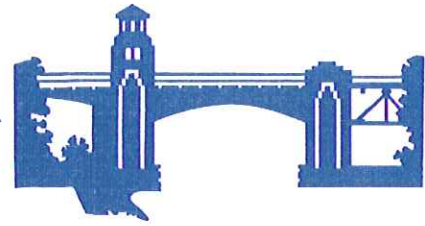


CITY OF DE PERE

335 South Broadway
De Pere, WI 54115
Fax No.: 920/339-4049
Web: <http://www.de-pere.org>



October 16, 2012

Joe Kitzinger
K-Consult, LLC
N108W16076 Carriage Avenue
Germantown, WI 53022

Hi Joe:

Thank you for identifying over \$30,000.00 in potential annual savings via your Telecom Audit of our voice and data services, we've reduced our costs by \$25,000. We also appreciate the additional \$3,083.00 back-credit for unauthorized "cramming charges" from a Third party provider. I was also impressed with the PowerPoint diagram of our Network you created showing the location and cost for each circuit on our network. A picture is indeed worth a thousand words.

Also, thanks for your continued pursuit in attempting to get an additional \$3,300.00 out of the Third Party provider via the Wisconsin Department of Consumer Protection and the AT&T office of the President. Given your resourcefulness I look forward to that refund. Thanks again for your help!

Sincerely;

A handwritten signature in black ink, appearing to read "Peter Smith".

Peter Smith
Information Technology Administrator