



CITY OF OMRO

Omro, Wisconsin

205 S. Webster Avenue
P.O. Box 399
Omro, Wisconsin 54963

(920) 685-7000 Phone
(920) 685-7011 Fax

October 16, 2012

Joe Kitzinger
K-Consult, LLC
N108 W16076 Carriage Avenue
Germantown, WI 53022

Joe,

Thank you for the on-going telecom audit work for the City of Omro, Wisconsin. Your audit saved the City over \$5,200.00 annually and resulted in a \$1,144.00 refund from AT&T back in September 2011. Your work in 2011 found two old and already disconnected alarm circuits on our network that we had been paying for, for who knows how long. Also, the new contract that you recommended we sign ended up getting the City of Omro free Local Calls and Extended Community calls for all of our lines. We had been paying \$0.24 cents per call for the Local Calls and \$0.050 cents per minute for the Extended Community Calls.

More recently, just this month, when DPW mistakenly ordered 2 Analog lines for our new DPW building, you were able to get AT&T to convert these expensive Analog lines to Centrex lines and put them on our existing State of Wisconsin Centrex plan in less than a week's time. On top of that, you succeeded in getting AT&T to absolve us from paying any early term liability charges for a mistake that was really our fault. And during the same week, you were successful in getting AT&T to give us another \$1,150.80 credit when our Long Distance rates went through the roof because AT&T mistakenly had us sign an expired Long Distance contract.

As I said in an earlier email to you, "Joe, you rock".

Thank you,

Linda Kutchenriter
City Administrator
City of Omro, Wisconsin