



Town of North Providence
Fire Department
Division of Communications



To: George Shaheen
RI Telephone

September 25th 2009

From: Ralph Nahigian
Communications Director

Re: NEC Phone system

Dear George,

I would like to take this time to personally thank you and your staff for the outstanding job your company has done on the installation of the three new phone systems for the town of North Providence. A major concern I had when starting this project is if the installation company would be able to provide an understanding how a phone system is used in a public safety application. With the need for NO down time in the Police and Fire Dispatch Centers critical we were very worried that a company would promise us things and later not deliver when critical communications are at stake.

Right from the start of the project when we first met I felt comfortable designing the system with you. You took the time to listen to our concerns and when you did not know for certain if an application would work for us you did not say "Yes it would work" or "No it would not work". You took the time to go back to your shop and test the application first. We felt more and more comfortable throughout the process when we met with Cox representatives and they all new you and your crew by name. The installation process went great. I want to single out Tim and Carm who did an excellent job. They deserve recognition for their job throughout the process and the cut over dates from old system to new. It was a very hectic time and they remained professional and handled everything without a problem. Not once during a switch over did we ever loose Public Safety Emergency Communications. I look forward to working with you in the future and would highly recommend your company and staff to anyone.

Thanks again,
