



To: Jay Lewis  
Wi-Fi Guys/End Outages

From: Carolyn Bradfield. CEO  
Convey Services

Re: Thank you for fixing our office Internet!!!

Jay,

Just a quick note to let you know how happy we are with your service! Prior to deploying your IRG 1000 and installing a backup Internet connection at your suggestion, our office was constantly experiencing interruptions in service. There were even times when we couldn't connect to the Internet for hours at a time. As a cloud-based Business4Business (B4B) Partner Engagement Platform provider, this was simply an untenable position to be in! Our team depends on reliable Internet connectivity every minute of every day. In our business, we can't get by with out it-not even for a second.

We went from being frustrated almost everyday with various connectivity issues, to now being able to do our work without giving internet access a second thought- which is how it should be! Your support staff is awesome to work with, and really knows what they are doing. I can't thank you enough for solving our problems. I would highly recommend EndOutages to any other SAAS provider, or any business for that matter, who have ever had their day interrupted by an unstable internet connection.

Thank you!

A handwritten signature in black ink that reads "Carolyn Bradfield". The signature is written in a cursive, flowing style.

Carolyn Bradfield