

From: Dana.Wojtas
Sent: Friday, February 16, 2007 10:27 AM
To: joe@vpcgroup.ca
Subject: Statistics Canada Mobile Clinics

Mr. Hozjan

I would like to thank you for your assistance in our acquisition for our unusual telecommunication requirements. Needing a phone system for our two mobile clinics, I performed my own research then spoke with Nortel about what products were available to meet our requirement for multiple line telecommunication management, voice mail, paging, and access from remote locations. As well, I needed a system that could handle transportation in a mobile clinic from one site to another with quick and user-friendly set-up, and that was compact to fit in a tiny communication closet. The recommendation was for the Nortel BCM50 system which was compact, required little set-up, could handle our frequent moves, and offered an extensive network for service support.

As per our internal purchasing requirements, I required 3 quotes from different companies in order to proceed with the acquisition. I received from the Nortel website the names of three companies authorized to carry the BCM50. I contacted each of the three companies with the requirements for the BCM50 and components, and the model numbers of phones that I was interested in; VoicePath Convergence was one of the companies that I contacted.

With minutes of sending the quote request e-mail to VoicePath Convergence, I received a call from you indicating your willingness to provide me a quote for this unusual installation. I confirmed with you that the requirement that I presented was for everything that I required to provide me with a fully installed system, training for the users, and a fully operational system. Within a day or two, I received your quote and was surprised at how competitive it was. Once all the bids were in, VoicePath Convergence was the winning bid. After the receipt of order, your installer in Ottawa met my colleague and I at one of the mobile clinics to evaluate the space and prepare the installation plan. All of my questions related to the telecommunications were answered clearly, and I was (and still am) confident in our decision with the selected system and the selected supplier. Within a few weeks, the system was delivered and installed, and our telecommunications were fully operational.

One of our users has placed two service calls, relating to the configuration of the BCM50, which were answered immediately. Neither of these service calls were mission critical yet the installer arrived within 2 hours of the service call being placed, and resolved the issues within minutes of the installer arriving.

After the initial acquisitions, I asked about wireless headsets for certain stations within our mobile clinic, and you offered a demo model of a wireless headset for us to try prior to making the purchase decision. After trying the headset and handset lifter, we decided to purchase the headset without the lifter.

I look forward to working with VoicePath Convergence for any telecommunication service that may arise over the 2 years of our survey being conducted in our mobile clinic.

Thanks.

Dana Wojtas

Logistics Manager / Gestionnaire de la logistique

Canadian Health Measures Survey (CHMS)

Enquête canadienne sur les mesures de la santé (ECMS)

Statistics Canada / Statistique Canada

150 Tunney's Pasture Driveway, Main Building, Room 0005

Ottawa ON K1A 0T6

(tel) 613-951-4101 (fax) 613-951-2497 (cell) 613-293-4320

dana.wojtas@statcan.ca