



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

October 15, 2009

Ms. Heidi Woodhead,

The Department of Veterans Affairs would like to extend our sincere appreciation to you and PreCom Inc. for a job well done! Your response to our request to procure and install a voice over internet protocol (VoIP) system met our stringent governmental timeline and requirements. The system (Toshiba Strata CIX670) that you presented in your proposal will support the VoIP needs of our Regional Office in Boise, Idaho.

Ms. Woodhead, we like to thank your team: David Grigg, David Howard, Donna Winslow, Heide Eisele and Syd Lansing for their professionalism in completing this requirement.

Again, special thanks to PreCom Inc., the team and you, Ms Woodhead, for a job done beyond reproach.

Sincerely,

A handwritten signature in cursive script, appearing to read "R Walker", is written over the word "Sincerely".

Robert Walker
Contractor Officer Technical Representative (COTR)
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Enterprise Customer Care Services
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