

05.08.2004

## Testimonial – Alecia Stubbs.

**Professional Metals Pty. Limited** recently decided to upgrade our telephone system and called for submissions from a number of suppliers, including TAA.

After receiving a number of written submissions and evaluating these, we initially considered some of the less costly proposals. Based on previous experience with NEC systems, I decided to invite Alecia Stubbs, representing TAA, to discuss her proposal to supply, install and maintain a NEC system.

This young lady presented herself extremely professionally, highlighting the contents of her proposal, TAA's relationship with Telstra, cost savings on telephone calls compared to the existing system and her introduction to technical support staff at precisely the right time, impressed me to such an extent, that I decided to place my order with her.

Unlike a lot of Company Representatives, Alecia appeared composed and self assured, understood her product and her Company's capabilities and was able to maintain my interest in her presentation by offering functions, benefits and support services against a slightly higher rental cost, compared to lesser systems/suppliers. She has the ability to involve technical staff at the right time and made me feel extremely comfortable in her Company's ability to provide a better service than others.

I recommend her professionalism, capabilities, personality and service standards to any potential purchasers.

Regards,

*Wilf Gruenert*  
Managing Director