



## THE BEN CRAIG CENTER

*A UNC Charlotte/Business Partnership*

October 24, 2008

To Whom It May Concern:

The Ben Craig Center is a non-profit corporation in partnership with the University of North Carolina at Charlotte that provides an environment for the region's high growth entrepreneurial companies in the areas of technology, research, and service. We foster their incubation by providing office space, education and advisory services. We hired Telecom Optimization Partners ("TOPS") to help us audit and optimize our telecommunications services. TOPS offered us a contingency based agreement, whereby we would share any savings TOPS was able to secure on our behalf for 24 months, while we retained complete control over our telecommunications services including any changes to our providers or services. Before working with TOPS, we were comfortable that we were receiving competitive rates from our telecommunications vendors and that we had this expense category optimized.

We have been exceptionally pleased with the results that TOPS has delivered, as well as with their level of dedication and professionalism. Overall, **TOPS was able to reduce our monthly telecommunications expenses by 51%**, while simultaneously increasing our internet access bandwidth by 33%. TOPS was able to achieve these savings without any disruption to our services. TOPS was also able to negotiate far more favorable terms and conditions for us with our current service providers due to their technical expertise and extensive knowledge of the Telecommunications Carrier marketplace.

In summary, I highly recommend Telecom Optimization Partners to any company or organization that is interested in reducing their telecommunications costs and gaining control over this otherwise very difficult to manage expense category.

Sincerely,

Robert Aldrich, MBA  
Controller  
The Ben Craig Center