



To Whom It May Concern,

Crest Foods chose Owens Communications as the vendor for Phone System, Paging, and Cabling at the new Norman Store # 8. We were very pleased with the effort, performance, and focus of Owens Communications throughout the process. I will describe our experience in each of the three areas where Owens Communications provided products and services for Crest.

Cabling:

Store 8 is approximately 115,000 square feet with every type of construction imaginable throughout the facility – meaning office, high ceiling areas, and different department areas with every type of façade/construction possible. I say all this because cabling and connecting all the various components in this type of facility can be a real challenge. Owens Communications staff met the initial challenge, additional challenges that transpired during the construction process, and various customer induced adds from Crest Foods.

Paging:

Crest locations require lots of paging and unique design elements as well. Horns, speakers, volume controls, zones, push buttons with built in messaging are all required at each store. High ceilings with coverage needed consistently at all locations with high quality audio coming from our Satellite music receiver are required. With 115,000 square feet location this is no easy task. Owens Communications worked diligently, kept good records of all design elements, overcame several challenges and gave us a solid, performing, good working system at Store 8.

Phone System:

Owens Communications guided us into using a PRI for our primary Voice services which was different than our other stores. What this has allowed is much more flexibility with call routing to different depts including our Pharmacy and Pharmacy IVR equipment. The LG Ericsson phone system is extremely feature rich and it's design has allowed for both Owens Communication and Crest staff to be able to program system locally and remotely. Something we have not been able to accomplish at our other stores. The product has great mobility, networking and messaging capabilities which we are also benefitting from and intend to do so at more upcoming locations.

Sincerely,

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