



# HADDAD GEOTECHNICAL INC.

*Geotechnical & Environmental Engineers*

March 31, 2014

**RE:** Rick Vukadinovich  
Senior Consultant  
Digital Future Voice & Data  
312-1797 Queen St. E.  
Toronto, ON M4L 3Y5

To whom it may concern:

Last June 2013, Mr. Rick Vukadinovich walked into to our office to enquire about our current phone system, I explained to Rick that I was fine with our existing phone system, however we were looking to move to a larger office space in the near future and I would be in the market at that time for a new phone system. I gave him my contact details and asked that he keep in touch. Every couple of months Rick gave me a call to see how the move was progressing, I let him know that we were moving in February 2014.

Rick and I sat down in a meeting in January to discuss my telecommunication needs and for the purpose of attaining a quote. During our first meeting Rick stood out from all the other companies as being extremely knowledgeable about his products and simply about the whole process of setting up a new phone system in a new office. Rick's customer service practices are definitely what sets him above the rest, I knew before he left my office the first time we met that I would be going with Digital Futures and most importantly with Rick. . He provided me with excellent advice and hindsight to avoid any issues that may arise by being prepared for any challenges that may come up while moving an office.

Despite the preparation and planning that went into our move it did not go off without a hitch, two days before we were to start moving into our new office the General Contractor informed us that he would not be able to install the voice and data ports throughout the new office for a few weeks. This would have been a complete disaster. So panicked I picked up the phone and with one call to Rick, the problem was not only fixed but it was rectified by the end of the same day. I called Rick before 9am and he had technicians from Digital Futures onsite that afternoon to install our voice and data ports.

Rick was involved every step of the way and without his amazing customer service and experience to help guide me through our company's move I am sure I would have had way more downtime and a lot more networking issues . The new phone system has helped to streamline our office and Rick's stellar customer service practices made my office move seamless.

I would Recommend Mr. Rick Vukadinovich, Digital Future and all its technicians to anyone looking to upgrade, change or maintain their current telecommunication needs, without hesitation. I look forward to working with you again.

Yours very truly,  
**HADDAD GEOTECHNICAL INC.**

Julie Newman , Office Manager , [jnewman@haddadgeo.com](mailto:jnewman@haddadgeo.com)