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Randy Bailey
President
FreeLinc
266 W. Center Street
Orem, UT 84057

Dear Mr. Bailey,

As a thirty-one year veteran of law enforcement, I have seen companies and technologies come and go. The one defining factor in the success of the product is not just the product itself, but the quality of the customer service accompanying the product.

I became a FreeLinc customer after reading an ad in a law enforcement magazine. I visited your web site and contacted my regional sales rep, Dewey Gardner. Dewey spent time on the telephone with me, explaining and exhorting your wireless products. He sold me on the products, hands down. I have now tried both the FreeMotion and the FreeMic.

Yesterday my adaptor failed. That happens, especially with police products and new technology. I have learned over the years that sometimes a mechanical problem should be expected. What I did not expect was the quick and professional response of Scott in your service department and Dewey. After trying to reset the adaptor, Scott told me that he would contact me after checking into a couple of issues. He also said he would let Dewey know what was happening. Not being a believer, I called Dewey. He told me that not only had he talked to Scott, but that I would be receiving another adaptor, overnight. All I can say is WOW! I'm impressed.

The products speak for themselves. The quality and freedom they offer is unsurpassed. My dispatchers wanted to know what I was doing different after I started using my FreeLinc hookup because my voice sounded better, clearer, and easier to understand, especially when I was standing on the street. I am as equally impressed with the ease of use and pairing as I am with the quality of the mike, headset, and adaptor.

You should be very proud of your staff and the service they are offering to the law enforcement community. I am not sure which makes me happier, the FreeLinc product or the company representatives. Either way, I am a FreeLinc customer for life.

Sincerely,

H. MICHAEL DRUMM