

**Our Ref**

**Your Ref**

**Date** 22 October, 2009

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Aberdeen  
AB10 1PS
  - DX: AB2
  - LP: 59, Aberdeen 1
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**e** @raeburns.co.uk  
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**To whom it may concern**

Dear Sir/Madam

AL Global 4 Phones have been our Telephone Supplier since 1996. They look after our 6 Branches & never seem to find anything we ask of them to be a problem.

Their Service Line Number is available 24/7 & just recently when I called on them in an Emergency over a weekend had an Engineer with me on site within hours & a replacement system installed to allow us to be up & running for Monday morning business.

We find the Alcatel System to be very reliable & "User Friendly" & have always received full training & support when required. The flexibility of the system/Admin Control side of things is something that I personally find easy to use.

I would have no hesitation in recommending AL Global to any other business who are in the market for a Telephone System/Support.

Yours faithfully

*Patricia A Gibb*

Patricia A. Gibb  
IT Co-Ordinator

**Partners**

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(Managing Partner)  
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