



# City of Marco Island

Mr. John Good  
The SpyGlass Group, Inc. 31015  
Center Ridge Road, Suite 3  
Cleveland, Ohio 44145

Dear Mr. Good:

Thank you for the good work your company did on the Telecom Audit for the City of Marco Island. You worked well with our people, taking up very little of our time, but delivered great results. As a result of the audit, you found errors made by our providers that have been repeated month after month. If you have not caught the mistakes, we would still be paying for them. In addition to finding billing errors, your people worked in great detail to locate services we either no longer use or that are underutilized.

Your firm is truly a customer's advocate and we would recommend your service to other organizations that find it difficult to effectively analyze the detailed and confusing billings from the service providers. Your firm has helped us to better understand the issues, and we feel better equipped to control these costs in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read 'William P. Harrison', is written over a white background.

William P. Harrison  
Finance Director

SpyglassLtr

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