



February 2, 2011

Mrs. Sue Clancy, President
BizPhyx®
1910 Poplar Drive
Wylie, TX 75098

Good Morning Sue:

This week our registrar has recommended our first business units, Network Operating Systems and Field Maintenance for ISO 9001: 2008 and TL 9000 certification. BizPhyx has been an integral component to our accomplishment. I feel that it is important for a supplier/ partner to periodically receive feedback from customers.

I have known you and Bob professionally since about 2005 through membership and involvement in the QuEST Forum and have considered you as role models in the telecommunications industry. Your selfless giving that goes above and beyond the scope of your business has been exemplary. In 2008 I became acquainted with Jennifer Simcox through our mutual involvement in Peer Mentoring and Jump Start. Jennifer, too, is an outstanding contributor to the industry. In May of 2010 I joined ALTA Telecom to lead the development of their Quality Management System and implementation of ISO 9001: 2009 and TL 9000 across their business units globally. One of my first contributions was to select Jennifer and BizPhyx to help us with our process.

Jennifer, Bob and you make a huge difference in our industry every day. You are all involved numerous workgroups and other activities that is helping to shape the continuous improvement of the global telecommunications industry. It's extremely important to a company like ALTA to work with other companies that are dedicated to the success of our industry.

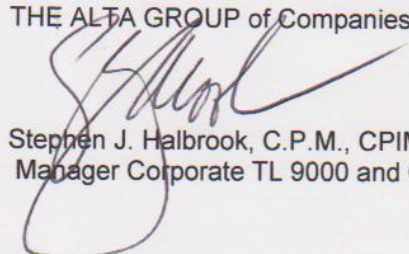
Your team members are not only well-trained, skilled leaders but are wonderful people that are involved in their communities and families as well. Well rounded is an understatement.

As an implementation partner you provide a plethora of useful tools and materials including useful document templates, project tracking tools, guidance, encouragement, and training offerings. Your service is outstanding. This was my second full QMS development and implementation in the telecommunication industry. I worked with a different partner in my prior company whom I hold in high regard, but I hold the BizPhyx in the highest esteem.

Please feel free to use me as a customer reference as I am most happy to espouse the benefits a company may derive from working with BizPhyx.

Thank you all!

THE ALTA GROUP of Companies



Stephen J. Halbrook, C.P.M., CPIM, CIRM
Manager Corporate TL 9000 and Quality Programs