



Beth Israel Deaconess
Medical Center



A teaching hospital
of Harvard
Medical School

August 14, 2013

Jorge Fernandez
President
Canamex Communication Corporation
20 Valleywood Drive, Suite 113-C
Markham, Ontario, L3R 6G1,
Canada

Dear Mr. Fernandez,

I just wanted to write and tell you how pleased I am with the PageRouter paging system and the service Canamex has provided the Beth Israel Deaconess Medical Center.

Canamex supplied us two 100 W digital paging transmitters, each with a high speed encoder that have tremendously reduced the message delivery time to groups of people with pagers. These transmitters improved our paging coverage and up time. The PageRouter receives messages simultaneously from two busy nurse call systems in the Hospital. Another important benefit is that authorized staff can send messages from any network computer using a browser. By the way, our staff enjoys the capability that we can actually add and modify users, departments and groups, remotely, from any place in the hospital, using any computer.

The log capability allows us to easily find sent messages in the Master log when needed.

We are very pleased with your service and technical support. The very few times we needed to call for technical support, we received immediate response to our calls.

Our overall experience with your PageRouter system has been excellent, and we are very happy knowing our system has provided us with a 99.99 % paging reliability throughout the years that it has been in use.

I appreciate all the time and work you did ahead of time to make sure our system was installed right the first time.

Your commitment to provide us the best possible product support and service has been truly appreciated. I look forward to working with you in the future.

Thanks

A handwritten signature in black ink that reads "Dick Hatch".

Dick Hatch
Clinical Engineering
Beth Israel Deaconess Medical Center
1 Deaconess Rd
Boston, MA 02215
(617) 632-0714