

Dear Tony and Ethan

Thank you so much for all of your help setting up our new Schmooze phone system.

We run a small insurance agency out of our home office and one of the reasons we chose this system was to protect our business from a potential law suit by recording all incoming phone calls.

Since we purchased the phone system, however, we have found the call recording to be even more valuable.

Last week, after testing the call recording, I heard my 7 year old son, Justin, speaking loudly to his father on the phone. "I won't go, I won't go" he said. As the call went along his voice got louder and louder and I wondered what it was about.

I logged onto the administrator console and listened to the call and found that Justin's father was was telling him that he might show up sometime, unexpected to pick him up. He asked that Justin cooperate and jump in the car to go along with him quickly without any trouble. That he would take Justin to a place where he would be safe and not to tell his mother where they would go.

Justin's father has court restrictions on his visitation through family court.

Once I realized the seriousness of the call, I was able to alert the school and his Tae Kwon Do instructor not to release Justin to his father at any time.

Our family is very grateful to be able to have access to this life-saving information. Without our new phone system, we would not have access to this life-saving information.

Thank you for your help setting up a phone system that we can rely on to keep our business and family safe.

Sincerely,

Marianne Grunenwald  
Tami Grunenwald  
David Grunenwald  
Justin Twine