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April 17, 2007

Ken Priestman
Sales Representative
VOX Wireless Inc.
36 Glengowan Road
Toronto, ON M4N 1E8

Dear Ken,

The Hanen Centre is a recognized innovator in family-focused early language intervention programs and learning resources for parents and professionals around the world. We utilize certified speech language pathologists to execute our programs, work with families, educators and child care providers, and family support professionals.

Hanen selected Microsoft CRM because we recognized that it was easily adaptable to our business processes and would integrate to our web site and Microsoft ERP system. We needed a web based system that would provide better control over our daily business activities such as re-certification, on-line ordering, work shop management, while provide better reporting and accessibility.

Following a six month search VOX was chosen to implement the software and your team has been superb. Ken, as sales representative and because you spent the extra time necessary to tailor the CRM demonstration to reflect our terminology and processes it gave you the edge over your competition. We appreciate you staying in touch throughout the entire implementation process.

The VOX implementation team led by Jennifer Lorette designed the system beyond our expectations. Members of her team including Luiz Guimaraes have provided the technical knowledge to make the software meet our specific requirements.

Ultimately, we wanted a more client friendly system that would allow clients to order products on-line over the web, and allow our SLP's to register themselves into our workshops, have the software drive standard processes and alert us when attention is required. We now have complete information on all of the organizations and people that we deal with. We will eliminate multiple databases, duplication errors and the technology will allow us to be more informed and work together better. Phase 2 will include further integration to our web site and Great Plains Financials.

Thank you VOX. Keep up the good work.

Sincerely,

Les Turner, C.A.
Controller

