



April 15th, 2016

Scott Oliver  
Centerline Audio Visual  
242 West Main Street #392  
Hendersonville, TN 37075

Dear Scott,

On behalf of our Pastors, our staff, and our congregation, we wanted to extend a big thank you to Centerline A/V for your help in fixing our audio situation in our main auditorium.

We moved into our newly constructed building 2 years ago. Our experience with another A/V company at that time did not go well. With a regular weekend attendance of 1700+, we struggled forward with the very costly sound system that was installed and did our best to make lemonade out of lemons. After many months of working in our new environment, we were finally ready to address the audio issues we were having in our main auditorium.

Fortunately, we were introduced to Scott Oliver at Centerline A/V by a Nashville area recording professional. Scott was patient with us as we cautiously and thoroughly set our expectations based on our previous experiences as well as the specific budget requirements for this rip-and-replace. We appreciated his depth of knowledge and he provided detailed written explanation of our auditorium along with coverage diagrams of 4 different speaker design layouts. This documentation helped us understand the correct speaker coverage for the best experience for our congregation.

With a completely volunteer audio and tech team, we wanted an audio company that was able to work within our schedule in order to get everything switched over quickly. Scott Oliver's team from Centerline A/V met our tight timeline....removing our original oversized speakers on Wednesday night after service, and having the new speakers and audio components installed, wired, configured and tuned by Saturday mid-day for our teams to come in and use for the Saturday and Sunday services. Less than 72 hours later, we had our original system removed and replaced with brand new properly designed equipment. Everything was in place in time for plenty of rehearsal time before our services.

We were very impressed by the professionalism of the install by Centerline A/V and noticed that they took the extra time to use all required safety measures in all of their labor. Their pre-install communication with our contracted electricians and volunteer audio team also provided all of the necessary steps to ensure that required preparation work was completed correctly before the installation.

We are thankful for Centerline A/V's work in discovering and overcoming structural surprises, reorganizing our cabling and rack gear, coming to services after the install to make sure everything was performing correctly during the live service, coaching our volunteer audio teams when needed, and following up with additional behind-the-scenes minor adjustments the following week.

Scott Oliver and his team were a joy to have onsite! We are very thankful for the positive experience of this important audio installation. While our audio team has received many positive comments about the audio during services now, more importantly, the experience for our congregation is much better. Thank you Centerline A/V!

Keith Foust  
Technical Director  
615-830-4000