

# Campbell, Souhrada & Volk

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July 2, 2001

PROTEL Communications, Inc.  
**Attn: John Wittman**  
3914 Murphy Canyon Road, A244  
San Diego, CA 92123

Re: Outstanding Support During Our Move

Dear John:

As you know, I selected PROTEL to move our telephone equipment again based on our previous outstanding experience with your Firm during our 1998 move. However, for this move, our Firm also requested PROTEL to put in our voice and data drops, a 96 port patch panel, a data rack with heavy equipment shelves, and 50 pair feeder-PVC. This plan provided our Firm with additional flexibility as it enabled us to have a "one stop, one shop" telecommunication scenario.

I wanted to share with you our sincere appreciation to PROTEL for a "job extremely well done." I contribute this overall exemplary effort to the professionalism, supervision, dedication and managerial skills of PROTEL's personnel. First, your Operations Manager James Brackman did an exceptional job in planning, supervising, managing and coordinating this overall project. James not only made things happen but he was responsive to any of our move coordination questions. He definitely set the stage for your other dedicated employees, as he was on top of the situation at all times. Without James' detailed planning and organizational skills, the overall exemplary outcome of our move could not have been achieved.

Concurrently, Bruce and Greg completed our telephone system move and transition not only ahead of schedule but with minimum interruption. Our telephone and fax systems were in place and

successfully functioning within six working hours. I contribute this success to Bruce's overall technical expertise coupled with Greg's assistance. There wasn't any wasted time with this evolution as Bruce and Greg worked efficiently and effectively as a "team." Both individuals kept us informed with their progress and demonstrated a "work ethic" seldom found in today's working environment. The last telephone move by Bruce was excellent but this telephone move was "flawless."

The cabling and voice/data drop effort by Ed and Juan were also done in an outstanding manner. The cabling work was completed ahead of schedule and when tested all 128 drops functioned successfully. Additionally, all drops were appropriately labeled and a Firm schematic was designed and documented prior to our Firm moving into our new office. Ed and Juan were flexible, cooperative and responsive when questions or changes were required. Again, the professionalism, dedication and attention to detail displayed by Ed and Juan were noteworthy.

Overall John, our Firm could not have had a better experience in moving our Firm. Of all the moving vendors required for making a successful move, PROTEL led the way. As you can appreciate, the key to any successful move is quickly establishing the pertinent "command and control" functions of the Firm in order that you can start conducting your business. Concomitantly, when you can successfully and quickly operate with minimum interruptions, you have the best of both worlds. PROTEL made this happen. You were able to have us back in business and communicating with our clients in a short period of time. PROTEL delivered ahead of schedule and provided "quality workmanship." I was extremely impressed with everyone from your Firm and I contribute this to your Firm's overall leadership and the quality of your employees. Many thanks for a job well done and please pass on our sincere gratitude for everyone's exemplary efforts.

Sincerely,

CAMPBELL, SOUHRADA & VOLK

  
Donald A. Gressly  
Legal Administrator

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