

EMERALD

March 13, 2001

Mr. Todd Carey
Protel
3914 Murphy Canyon Rd., Ste. A244
San Diego, CA 92123

Dear Mr. Carey:

I wanted to take this opportunity to commend one of your employees, Jacob Daugherty. Jacob has been to our location several times and is extremely helpful, knowledgeable and has a great attitude. He is always willing to accommodate our requests and takes the time to explain what the problem is and how he has corrected it. He always provides great customer service.

I have been impressed at how service oriented all the employees at Protel are specifically including Bruce and Mike in service. You have a great staff.

Should you have any questions, please contact me at (858) 592-6262 Ext. 3089.

Sincerely,



Christine Miller
Human Resources Manager

cc: John Wittman