

May 1, 2003

Protel Communications
Attention: James Brackmen
3914 Murphy Canyon Road, Suite A244
San Diego Ca., 92123

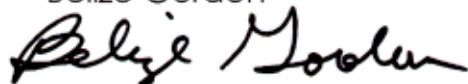
Dear Mr. Brackmen,

This letter is to inform you of the excellent service that we have received from your company since we signed up with you. I want to recognize Oliver Arbuthnot and Jeff Moen for delivering excellent customer service when called out to our location. Oliver and Jeff are polite, professional and efficient. Being somewhat of a non-technical person, they never make me feel rushed or inadequate when trying to explain the needs of my co-workers. I am always pleased with the outcome of the job and it is such a relief to know that I can speak and act confidently when addressing my boss about our communication system.

Many thanks again and please see that they are recognized for there effort.

Sincerely,

Belize Gordon



Receptionist

