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RAYMOND F. KILLION, OF COUNSEL

HARRY D. PARKER (1891-1976)  
RAYMOND G. STANBURY (1904-1966)

September 15, 2003

Protel Communications, Inc.  
13851 Danielson Street  
Poway, CA 92064  
(858) 218-2001

**Re: Recent installation of Medley Telephone System**

To whom it may concern:

I would like to take this opportunity to commend two of your employees whom I've had the pleasure of doing business with over the last few weeks.

I was referred to your company by another business that has had experience working with you. Recently, I signed a contract with your company through Mark Carey, your Senior Account Executive. Not only was he very knowledgeable of the Medley Telephone System, he also knew exactly what our law office needed, explained everything in detail and was very confident that your company could provide what I needed in a phone system. I appreciated the time he spent with me explaining everything in detail and not feeling rushed through another sales meeting as I have been in the past with other companies. It was Mr. Carey's knowledge, pleasant personality, professionalism and **utmost respect** for your company that made my decision clear to do business with Protel Communications, Inc. Please thank Mr. Carey for his confidence and pride in Protel Communications, Inc., because it is true and I have seen it for myself.

Upon installation, albeit only a couple of days later than agreed upon, my experience with your installer, Eloy, was very pleasant and he was very courteous. He too was very knowledgeable and listened with an attentive ear as to how I wanted the phones programmed for our company. Additionally, he took the initiative to phone me after leaving to confirm that the phones were operating correctly and to check and see if I had any questions that he might be able to answer.

Thank you goes to Protel Communications but mostly to your employees, Mark Carey and Eloy. You've made a customer very happy and I too will refer your company to as many people as I can because there's nothing better than a referral.

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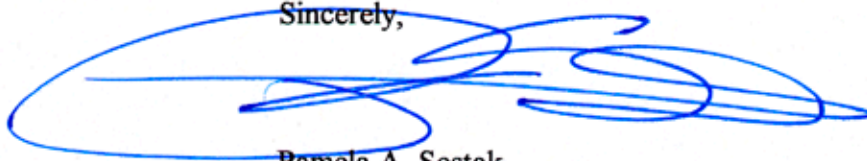
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Thank you again for all your hard work.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Pamela A. Sestak', written over a large, loopy blue oval.

Pamela A. Sestak  
Adminstrator

pas/me