



February 28, 2003

Mr. Russell Breninger
Breninger Communications
16 Terry Drive
Morristown, NJ 07960

Dear Russell:

I was writing to say thank you for a job well done! While we were shopping around for a phone system for our new office location, we called many communications specialists. Your professionalism and response time was unparalleled. We received several quotes and opted to choose your company.

The installation of the system went smoothly despite some technical problems, which were handled effectively and quickly. Even though some of us here in the office are mechanically impaired, the system is user-friendly and functions without difficulty. It was the right choice for us.

Again, thank you for setting us up with such an essential feature of our business!

Take care,

A handwritten signature in black ink that reads "Andrea Beloff". The signature is written in a cursive, flowing style.

Andrea Beloff
Director, Home Instead Senior Care