

Borough of Franklin Lakes

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FROM THE DESK OF

Elisa Coccia-Dob, Finance

December 15, 1999

Entel Systems, Inc.
225 Franklin Avenue
Midland Park, NJ 07432

Attn: Enzo

Dear Enzo:

Just a short note to let you know that Rory was here on 12/14/99 and took care of a problem I was having with my voice mail. I wanted to stop what I was doing for a moment and tell you how pleasant and knowledgeable he was. Rory has been here before and he is always willing to go the extra mile to resolve whatever the problem is.

Wishing you and your staff a very happy and healthy holiday season.

Sincerely,



Elisa Coccia-Dob
Finance Office

cc: Harold E. Laufeld, CFO