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October 21, 1999

Don Giordano
Entel System, Inc.
225 Franklin Avenue
Midland Park, New Jersey 07432

Dear Don:

Since the installation of our new phone system is now 100% complete I wanted to write you a letter to explain how I was more than satisfied with the service and support I received from all of your employees throughout the entire installation process.

It should be noted that the sales team of Majied Pray and Steven Hodes were exceptional in explaining the system features and helping to configure a system that was right for my office. Switching to the Toshiba System has solved all of the problems that forced us to originally upgrade. Majied has been very responsive to our needs after the installation. This was not a case of the sales team disappearing after the contract was signed.

As for the team of Ed Kastor and Scott Jenkins who did the installation I have nothing but praise for them. I do not understand why people warned me that switching phone systems can be a disaster because Scott and Ed were so organized and efficient through the entire process I never worried one bit. These two gentlemen should be commended because they add a great value to the service you are offering.

The training that Entel provided to my staff received was exceptional. Hosny Roushdi is very knowledgeable in the system and in the best way to effectively use it. He was able to answer all of the questions that were asked in a way in which the user could understand. You do not often see someone who teaches on a technical subject being able to have users of all technical levels understand the material and actually want to use what they have been taught.

I will highly recommend your company to anyone who inquires about. I look forward to a long relationship with the Entel Service Department and the same quality of service and responsiveness that I have grown accustomed to. Please do me the favor of passing along a copy of this letter to the individuals I have I mentioned. I think that it is important for them to know how impressed I was.

Sincerely,

Kevin Lewis

Manager of Technology and Information Services