



Mr. Don Giordano  
Entel Systems  
230 West Parkway  
Pompton Plains NJ 07444

Don –

As I know you are aware, we recently purchased a phone system from you for our new location at 530 Huyler Street in South Hackensack.

We were very satisfied with the sales process as well as Ron's and Maureen's follow up after the fact, and we continue to be quite satisfied with operation of the phones, but I just wanted to take a moment to tell you what a valuable employee you have in Ed Kastor, the technician who installed the new system.

We were slow to make a decision on the phone system, and initially I felt that our procrastination was going to cost us in terms of getting the system in and fully functional by our deadline.

However, Ed showed up and was able to install and configure the myriad of components that make up our system with meticulous attention to detail, working with outside vendors to ensure connectivity, providing suggestions about our decisions on the configuration of the equipment that showed he had a good understanding of how our business operates, handling without complaint the variety of requests that came to him from other contractors on site, as well as those of our own employees, including many from me personally, all while maintaining his calm and helpful demeanor. And he was able to get everything put together and configured on time.

I thought that Ed did an outstanding job, and felt that his performance warranted, at a bare minimum, that I write a brief note to tell you about our experience.

Please keep up the good work. Your organization always provides a solid product and never fails to back it up with prompt, courteous, and effective service. I suppose that is why the 15 buildings for which I am personally responsible each have a system installed and maintained by Entel.

Thanks again.

Best Regards,

A handwritten signature in black ink, appearing to read "Sean Lavir". The signature is stylized and cursive.

Sean Lavir  
Director  
Park A