



**Cable**  
Corporation

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28 West Grand Avenue • Montvale • New Jersey 07645-2100 • (201) 930-9000 • Fax (201) 930-9232

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September 21, 1998

Mr. Don Giordano  
Sales Manager  
Entel Systems, Inc.  
225 Franklin Avenue  
Midland Park, NJ 07432

Dear Don:

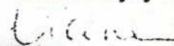
I would like to take this opportunity to say "Thank You" to you and your staff at Entel Systems. During US Cable's recent move to the second floor of our building, Entel made one of the largest transitions that I had to manage, with great ease and care. US Cable has been using the Toshiba telephone system for a very long time and has always been satisfied with it. Now that we have upgraded to the system that best suits our needs, we can't imagine being without it. Since we do not have a receptionist, the voice mail system has been our greatest asset.

In regards to service needs, as you know I do not "cry wolf" unless it is absolutely necessary. This is a big part of any company that needs service. I do not take advantage of any situation, such as requesting a technician in the next hour or by the next day, unless absolutely necessary. If service can wait a few days, then I say so. However, for the few times I did "cry wolf", a technician arrived in that next hour or next day and I thank you so very much. Now let me clarify the service, it is not because we had a problem with the telephone system, it was because an extension needed to be added, a modem line needed to be added or just checked, etc.

I must give a big credit to "Roary" our technician. I appreciate usually being able to have the same technician each time we need service. Roary, Enzo and Scott originally put together our telephone system over 13 years ago and I am proud to say we still know them. I feel it is important for the customer to learn as much as possible about the telephone system and how it works. Roary has made this possible by explaining different options, including the care and maintenance of the telephone and voice mail system to me. The greatest asset is that if the voice mail has a problem, you can speak to someone at the office, such as Enzo and he can walk you through setting up mailboxes, etc on the PC that is set-up for the voice mail. Now it is understandable that not all problems can be fixed over the telephone or in the next hour so patience is a virtue in many situations, but so far, I have been very fortunate.

I feel as though not enough people say "Thank You" and I am very pleased to say so. I am pleased to do business with Entel Systems, Inc. and continue to do so in the future.

Sincerely yours,

  
Diane Ananian-Casey  
Administrative Manager