

Sent: Tuesday, March 27, 2007 9:46 PM
To: 'Anthony Loder'
Subject: Thanks for the Great Phone System

Anthony—

About a year ago Phones USA installed an ESI phone system in my law offices. I want to take this opportunity to thank you and your staff for a job well done. As I have repeatedly told you, the ESI phone system is the best. It does everything I imagined I needed in a phone system, and more. Compared to many phone systems, ESI is relatively easy to learn to use because it's pretty intuitive. It was a great relief to me when your team arrived and installed the entire system in one day, including solving a couple of wiring and "Verizon" problems that reared their ugly heads at various points along the way. Since then, Phones USA has been responsive to questions I've had about the system and has come out on two occasions to deal with minor problems, which after your crew showed me how to re-set the system, I realized I should have figured out myself.

If you ever need me to recommend you to any customer—residential or commercial, large or small—please don't hesitate to ask.

Thanks again for the "dream" phone system. Keep in touch.

Clarke L. Young
Clarke Logan Young Law Offices
Santa Monica, California