

August 9, 2007

Mr. Anthony Loder
Phones USA
8592 Venice Blvd.
Los Angeles, CA 90034

Dear Anthony Loder,

It has been a few months since your company installed the ESI Phone System in our office and the system has been performing well with limited issues.

I would like to take this opportunity to thank you and your staff for your professionalism and responsiveness through out the implementation process.

Given my busy schedule, I particularly appreciate your flexibility in working around my schedule and your availability on short notice.

The few times that we have had some issues or questions, your staff has been very responsive and helpful. Your company has done a good job training its employees on the importance of customer service.

Finally, I would like to thank you for your kind gesture of extending us some loaner phones until our replacement phones from our Dallas office were ready to be shipped. It saved us the cost of purchasing additional phones that we didn't need.

I have enjoyed working with you and would be happy to refer people to your company should they require similar service.

Sincerely,



Joe Nwankwo