



## ALL SOULS EPISCOPAL PARISH

2220 Cedar Street, Berkeley CA 94709-1519  
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July 15, 2010

Mr. Ben Stiegler  
Synertel  
3450 3<sup>rd</sup> Street, Suite 2B  
San Francisco CA 94124

Dear Mr. Stiegler,

Thank you so much for your wonderful team and the wonderful new Toshiba phone system that was installed here at the church yesterday. We appreciate the professionalism and patience of all your staff as we tried to learn the system: Ed Ross, who came to access our needs and help us place the order; Katie Viperman, who help us set up the system, trained our staff, and who responded with grace and patience at our many questions; and Vincent Nguyen, the engineer who installed the phones and explained all the technical information to our staff in easy-to-understand terms. These three persons make your company look good!

We will be happy to be placed on your list of people to give recommendations to others in need of a new phone system.

Sincerely,

Joy Shih Ng  
Parish Administrator