

THE BARBAGELATA CO.

R E A L T O R S

June 20, 2002

Dear Ben:

We have been a Synertel client since 1998. Last Christmas our company went through a major remodel and expansion. Daunted by the huge expense of nearly doubling the capacity of our phone and voicemail system we took the cheapest bid we could find, with another company. This turned out to be a devastating mistake. The "other guys" did not have the experience with our system they had presented in their sales pitch. When our frequent problems arose we were shuffled from technician, to technician, to technician, and nothing would get fixed.

After six months of calls not going through, voicemail messages lost and full system crashes we are Synertel clients once again. Our phone and voicemail system is back on track, and our costs have remained remarkably low.

Thank you Synertel!

Sincerely,



Claire Chessen
Assistant Manager
The Barbagelata Company