

DEPARTMENT OF FORESTRY AND FIRE PROTECTION

15760 Monterey Street
Morgan Hill, Ca 95037
Website: www.fire.ca.gov

(408) 779-2121



Date:

3-3-04

To: Ben Stiegler, CEO, Synertel

From: Mike Stonum, Battalion Chief, CDF

Ben, I am thanking you, and your personnel for your prompt action, as it pertains to our Toshiba Phone System. This system is an integral part of the daily communications here at CDF Head Quarters in Morgan Hill. We were 3 days into our lightening siege,(Santa Clara Complex), with 6 Major fires actively burning. We, at the Morgan Hill Command Center, were fully engaged in the ordering, and tracking of all fire fighting resources for the Complex . When our phone system went down the entire operation was threatened. I made a call to you, and explained our situation. You adjusted your work schedules to accommodate our needs, and mitigated the problems in a timely, professional, and thorough manner. The bottom line was simple, if our phones were down, we could not support the incident. Your Technicians took the time to explain what was wrong, and then went to work on a series of phone related problems. We thought our system was broken down, and in need of replacement, however your Technician informed us that our system was still in good shape, and would be fine once the repairs were completed. All work was done to our complete satisfaction.

Ben, I cannot thank you, and your personnel enough for the truly honest and professional service we received. It was a pleasure doing business with SYNERTEL.

Thanks Again,
Michael J. Stonum
Emergency Command Center Chief
CDF, Santa Clara Unit