

November 27, 2006

Attn: Ben Stiegler
SynerTel
3450 – 3rd St., Suite 2B
San Francisco, CA 94124

To Ben and the Synertel team:

I would like to thank all of you for your great efforts in ensuring we have a smooth transition. So many things could have gone wrong. So many things *should* have gone wrong. But, amazingly, we experienced no down time during business hours. Due to your top notch planning, installation, training and follow-up, the transition could not have gone any smoother. As a matter of fact, the job was so well executed I don't think anyone realized how much work it actually took to achieve the final result. This has been even more impressive if you consider the fact that SynerTel stepped in to a rather complicated and problematic setup with many issues.

Our experience with SynerTel, before and after installation, has been terrific. Your entire staff is competent, responsible and also, just as importantly, a pleasure to work with. Though I have a rather easy going demeanor don't let that fool you. I have very high expectations of people I work with. Not only did SynerTel meet all my expectations, in many ways have surpassed it.

- Ben, thanks for everything and your continuing efforts to educate me.
- Duane and Alex, thanks for putting all of Ben's thoughts and words into action and implementing it to perfection. Tough task I'm sure!!
- Evan, thanks for your great job at training. A few people expressed to me that training went very well.

I look forward to a long relationship with SynerTel.

Sincerely,



Chris Gan
Daoro Zydel & Holland