



NATIVE AMERICAN AIDS PROJECT

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November 28, 2007

Mr. Ben Stiegler
President
SynerTel
3450 3rd Street, Suite 2B
San Francisco, CA 94124

Hello Mr. Stiegler,

In Native American AIDS Project's environment, our recipients are the most important part of the services we offer. When we have needs that must be addressed, quality service from the businesses we work with is critical. It is unusual to find a vendor whose people understand just how important it is to provide good responses to questions asked. SynerTel's staff provides excellent answers to my team's challenges and concerns.

This was the case from the beginning of our interaction. Your sales and engineering staff provided NAAP with equipment and feature options that were specific to my organizations size and growth potential. This was true throughout the sales and development cycle.

When we first met your Sales Consultant, we were looking for new space and expected to move relatively soon. For the resulting 18 month search, our interaction with your representative was both appropriate and informative. When we had questions, he was there to answer them. When he had additional information that he believed concerned us, he provided it. From non-profit carrier savings to last minute cabling concerns, he was always ready with time, energy and knowledge.

Although our space and business needs were somewhat unusual, when it came time for the phone system installation and data system move, your technicians and project management desk met the challenges in a way that removed all "glitches" and problems. To say the project was completed in a timely and smooth fashion is an understatement.

Thank you for putting together a team of people that can make our communication needs and concerns just an E-Mail or phone call away. The SynerTel people understand what "customer service" really means!

Sincerely,

Joan Benoît
Executive Director