



May 10, 2006

Ben Stiegler  
President  
SynerTel  
3450 3<sup>rd</sup> Street, Suite 2B  
San Francisco, CA 94124

Dear Ben,

One of the business projects with the most challenges is physically moving an office. The project affects people, equipment, communications, work space environment and can drastically affect the business itself.

At near the last minute we presented you and your team with a difficult situation. The short time frame between when you arrived in our offices to discuss the move of our phone system and when it actually took place only caused an already challenging project to become more so.

I would like to thank you, your back office staff and your technical crew for the way they picked up the challenge presented to them and carried it through with out a hitch. The team's interaction with our carrier, the building management and Syntrio's staff was professional and personal, a rare combination in today's business setting.

As you know, I will be looking at new phone equipment in the near future and I will not hesitate to call you. Also, I will suggest you and SynerTel to anyone who has any question regarding business phone systems, especially if they are changing locations.

SynerTel made one element of my move simple and easy! I cannot thank you enough.

Sincerely,

A handwritten signature in blue ink that reads "Gail Cohan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gail Cohan  
Vice President Sales