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A PROFESSIONAL LAW CORPORATION

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PLEASE REPLY TO OFFICE INDICATED

November 11, 2003

John Wittman, President
Protel Communications Inc.
13851 Danielson Street
Poway, CA 92064

Re: Inter-Tel Eclipse Phone System and Service

Dear John:


We are getting settled into our new facility in Murphy Canyon. Thanks to you and your team, our system was fully functional on the Monday after our weekend move. That is quite impressive considering the fact that 110 phones were installed and over 70 employees reported to work on that first Monday!

I especially want to recognize the efforts of Eloy Roybal and Matt Woelter. These two gentlemen went above and beyond the normal service levels expected. They were friendly, helpful, and patient. They were always able to fix whatever we asked of them or program our system to our specifications.

We look forward to attending the formal administrator training offered by your firm. We have been able to function without that training due to the efforts and assistance of Eloy and Matt.

Your professional team efforts are greatly appreciated.

Regards,



Raymond Patenaude
Managing Partner
Patenaude and Felix, APC