



January 3, 2005

Protel Communications, INC.
13851 Danielson Street
Poway, CA 92064

Dear James Brackman,

I am writing you this letter in regards to one of your technicians Michael Olivarez who impressed us with his professionalism. Having phone troubles is one of the most stressful situations in the work place. Michael came in and not only explained the problem clearly but his great attitude and helpful demeanor was refreshing. It is hard to find people with the willingness to go the extra mile to help a customer but the few who do make a great impression of the company they work for as well as the service they provide.

We will be sure to request Michael's assistance in the future due to our great experience with him. Thank you for providing San Diego First Assembly with a technician we feel we can rely on.

Best Regards,

A handwritten signature in blue ink, appearing to read 'Katrin Lotze', with a long horizontal flourish extending to the right.

Katrin Lotze
Ministry Assistant
San Diego First Assembly