



May 1, 2007

Dave Glissmeyer - CEO
Protel Networks
1336 S 1100 E
Salt Lake City, UT 84105

Dave:

I wanted to take a brief moment out the hectic day to thank you for picking up the pieces of the shambled telephone install by one of your competitors.

As you know, after receiving sales demonstrations and pricing from a number of Inter-Tel resellers in the Salt Lake City area (including Protel), we decided to go with one of your competitors based on price. While the competitor seemed very much together during the sales presentations, I realized in a very short period of time that they simply did not have your firm's depth and understanding of the product. As feared, the install was a disaster and continually delayed because there was not even the staffing in the other firm to do a basic install (never mind the implementation of some more technical components).

You then offered to step in and fix our mess and we happily accepted the offer. What a world of difference! The installation and training went excellent and any bumps encountered were ironed out immediately by individuals who were skilled and cared about getting it right. The Inter-Tel product is great, but it's you and your people that make the company and our experience with Protel so wonderful. I would also like to especially mention Jason King and Lance for being so great during and after the sales process and Chad, Lisa, Malory and Tiffany (I know I am forgetting at least one person) in delivering excellent installation and training.

I would recommend Protel without hesitation to any of your prospective clients.

Sincerely,

David Monaghan, MHA
Practice Administrator
Pediatric Radiology, P.C.

