



June 6, 2006

Sierra Telephone Systems
3570 Barron Way, #A
Reno, NV 89511

Dear Tim,

I want to thank you and your crew for 2 things: 1) for delivering such a great product, and 2) for your professionalism through the whole process, from buying the system, to installing it.

I searched for over a year for a system that would do what your Toshiba VoIP System does. It does exactly what I need it to do; It allows me to be seamlessly tied into my office switchboard, right from home. I don't have to drive to the office every day, yet I can still participate in office switchboard activity right from home, as if I was right there at the office.

I was concerned that I would have to compromise sound quality and other features by going with a VoIP system instead of a traditional copper-wired system. My new Toshiba VoIP phone system actually is more user-friendly than our old switchboard system, and the sound quality is actually superior!

Thank you for your help. Now I know why a friend referred me to you!

Sincerely,

A handwritten signature in cursive script that reads "Karen Phelan".

Karen Phelan
Broker/Owner