



August 7, 2002

Southeastern Telecom
Terrence McGowan, Sales Manager
210 Ridgefield Business Center
Asheville, NC 28806

Dear Terrence,

On behalf of Blue Ridge Bone & Joint, we would like to take the opportunity to thank Southeastern Telecom for excellent installation, service, and repair of our equipment. In addition, we are pleased with the way Southeastern and its staff have kept up with our growing needs over the last several months.

Southeastern provided in house training for our employees with our original purchase, and on the day the system was installed, SE technicians and trainers were on hand to trouble-shoot and address everyone's questions and concerns. On March 1, we opened our 3rd satellite office, and again Southeastern installed the equipment, and gave technical support to assure everything was "up and running" before leaving our office.

Often questions are answered and problems are resolved over the phone, but when we do place a "service call" we have been very pleased with the timely fashion Southeastern has responded. Their office staff and technicians are always very pleasant and easy to work with.

Please feel free to give our name as a reference, or if a potential new customer has questions they are welcome to call.

Sincerely,

Wilma T. Reynolds
Administrative Assistant