

August 4, 2004

Mr. John Hailey
C/O Southeastern Telecom
500 Royal Parkway
Nashville, Tennessee 37214

Dear John:

I am writing you this letter with regards to Crown Ford's purchase of an Inter-Tel Telephone System from your company. Over the months it became so complicated that you even tried to ease my apprehensions via a telephone conversation. [Company name] tried to go direct and bypass Southeastern Telecom. At that point, I was placed in a very uncomfortable position to try and made a good buying decision for my company.

First, I must compliment Kay Elam and Jeanien Green who spent long tedious hours with me and Tony Barrett. They explained and re-explained a variety of questions, issues, and pricing. Kay also came over the night we did the change over and brought pizza for your staff and mine. Both of these employees were so professional and helpful that I was determined to make sure that got Crown Ford's Business.

WW, (Wonder Woman) also known to you as Linda Carter could not have been more delightful to us during the initial transition. She held training classes and spent long hours here to ensure our staff was knowledgeable with regard to the new system. Many times, there were stupid questions over and over again, but she just kept smiling and trying to accommodate us. Even her assistant, Kim kept smiling during some tough moments.

Mark Middleton was a true knight in shining armor. He diligently worked to ensure we were self-sufficient after his expertise left. He and Linda were like mother hens. They adjusted, then readjusted, and then adjusted some more.

One issue, [company name] kept telling me over and over again is that Southeastern could not service our account as well as "they" could. Let me tell you, if this installation is any indication of the quality of your service department, I think [company name] should be coming to you for lessons in service. There were many of your fine employees involved in this new telephone system and all of them came with smiling faces and a level of professionalism and expertise that we have never seen.

We have a business, just as you have a business. We like to do business with people that do business with us. I think your philosophy that you would send some business our way facilitated our final decision. We appreciate you and hope you will learn to appreciate us

and our level of expertise. We will be moving to a new location in the Hickory Hollow area in the future. I believe you all will be able to once again help us with some new technology such as hand held phones, Do Not Call List Dialer, etc.

I must also tell you that it was important to me that you were involved in our transaction. I know you, value you and respect you as a person and that weighed into our decision to do business with Southeastern Telecom.

Again, please let everyone know at Southeastern how much we appreciate them and their level of expertise. Thank you very much for all your involvement and I will look forward to a long and successful business relationship with you and your staff.

Respectfully,

Roxanne Coats McDonald
Crown Ford
Nashville, Tennessee