



January 16, 2002

Mr. Tony Buffa
Southeastern Telecom
4407 Vineland Road
Orlando Florida, 32811

Dear Tony:

There are many times a great job is overlooked or just expected... I would like to take this opportunity to congratulate you, and your staff at Southeastern Telecom, for the outstanding job on the installation of our new Neax 2400 IPX telephone system. The actual cutover was flawless. It is hard to believe the cutover took only 3 hours without a single issue. Isis Jones, Mark Gilbert, Mike Olsen and myself have nothing but praise for Al Manachino and Jodi Hekee. It is because of dedicated professional people like Al and Jodi that Southeastern Telecom has always been, and will always be a pleasure to work with. The other members of the team: Victor Hill, Eddie Mora, Jose Tirado are to be commended also for their hard work and dedication.

We are looking forward to many years of business together. Thanks again for making this transition as smooth as possible.

Sincerely,

A handwritten signature in cursive script that reads "Melanie Sabino".

Melanie Sabino
Communications Coordinator
Fullsail Real World Education