

*March 24, 2009*

*Mr. Larry Baugher, President  
Southeaster Telecom, Inc.  
500 Royal Parkway  
Nashville, TN 37214*

*Dear Mr. Baugher,*

*Knoxville Wholesales recently took on the major task of building a brand new showroom and a state of the art warehouse. It was a major undertaking and certainly a time of "all hands on deck". For many months there was several of us that were called upon to handle many tasks, most of the tasks were critical to the success of our endeavor. Each of us was under a great deal of pressure to make very good decisions often in areas in which we were unfamiliar. I was no exception. Among other things, one of my responsibilities was to research a new phone system that we would install in our present showroom and headquarters here at the Parkside location. Upon completion of our new structures, the phone system would also be installed in the new showroom and new warehouse. I interviewed representatives from several companies. I want you to know why SeTel is the company I chose.*

*Debbie Lawson: I really don't know where to start. When she and I sat down the first time I told her that I don't speak telephone jargon and no desire to learn it. This was in August, 2008... I've understood every word she has said since. Not one other company took me seriously and I showed them the same courtesy. Also, she had the proposal back to me quickly and it was broken down for me by location and then by system itself, wiring, labor etc... She went over every page of it with me. I had constant access to her and every question was answered quickly, accurately and in language I understood. Keep in mind all of this and we didn't even have the new system yet. The day of installation came. Although I arrived very early, Debbie and the necessary staff were in the parking lot waiting for me. Two hours later, my new system was pretty much up and running. . As with anything new, there is always a few glitches and all were handled at the speed of light. Months later we repeated this procedure first at the new warehouse and finally the new showroom. At no time did I ever lose access to Debbie and no matter how badly or how many times I panicked, she never did. I still have access to her to this day and more importantly I now count her as my friend and we get together for lunch when we can..*

*Lastly, I want you to know that I had a million questions for Patec along the way and if Debbie couldn't answer one, she quickly put me in touch me Joe Mays, a Patec engineer. He was very good to work with and always went the extra mile for me. (But Debbie was always my best source).*

Ok, last thing I'm going to say about Debbie, really. I called SeTel to inform her supervisor what a wonderful person she had on her staff. I must have gone on for a good 10 minutes before Denise said "Ok, I can tell you now. Debbie is my sister." She and I laughed for 10 more minutes. Had I been complaining about Debbie, I'm sure I would have never known they were related.

Now on to Randy, at the time of our initial installation at Parkside, I had no idea that to suit our needs Randy (the tech from heaven) had to set us up a hundred different special ways and had to fit I'm sure 100 square pegs into 100 round holes. As problems arose as they always do, I kept waiting for Randy to ask if he could use a set of our display bedding and just sleep here in case the answer to the problem came to him during the night. I seem to remember another tech calling Randy as he sat in his hunting blind on his day off. I will always request Randy to help unravel any technical problems and have many times waited for him to get free to help me. The boy just flat doesn't give up! He is phone genius.

Finally I want to make sure you understand that this was one of the biggest responsibilities I was given during that time and the pressure to do well was enormous. Me and the others involved were honored in front of our whole company for all the time and effort and for a job well done. When I was standing in front of all my coworkers, I thought of Debbie Lawson. It's a debt I can never repay.  
With the upmost sincerity,

Debbie Marshall, Assistant Controller  
KNOXVILLE WHOLESALE FURNITURE