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Attorneys at Law

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February 3, 2010

Wayne Kirby
Southeastern Telecom, Inc.
500 Royal Parkway
Nashville, Tennessee 37214

Dear Mr. Kirby:

Our firm has been a SeTel customer for about three years. We recently replaced our Inter-Tel phone system (that we purchased through SeTel) with a new NEC phone system. Though we decided to replace the phone system, we very much wanted to remain a SeTel customer. We have been very pleased with your company's service and expertise.

I am writing to compliment and thank Chris Baugher, Chris Murphy and Mark Middleton for all they have done for us these past years. In their respective roles, these men have done an excellent job specifying the systems, installing the software and equipment and ensuring that the system is working to our 100% satisfaction. I have been particularly impressed with their responsiveness and professionalism. I feel as if we are one of your largest customers. Chris, Chris and Mark are always courteous, friendly, professional and quite knowledgeable.

Chris Baugher, Chris Murphy and Mark Middleton are outstanding representatives for your company, a credit to your organization and we look forward to working with them for many years to come.

Very truly yours,



William D. Leader, Jr.

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