

a
LEGACY
of compassion

Celebrating
30 Years

**NEIGHBORHOOD
CHRISTIAN
CENTERS, INC.**

223 Scott St.
Memphis, TN 38112

785 Jackson Ave.
Memphis, TN 38107

Office: 901-881-6013
Fax: 901-881-6025

Website: www.ncclife.org
Email: ncc@ncclife.org

Ephie B. Johnson
President/CEO

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Chief Operating Officer

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Board Chair

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April 19, 2009

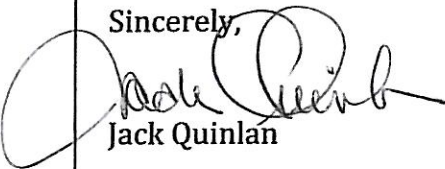
Mr. Wayne Kirby
VP Operations
Southeastern Telecom
500 Royal Parkway
Nashville, TN 37214-3683

Dear Mr. Kirby,

The Neighborhood Christian Center has experienced a series of varied drops in service over the past year. SeTeL technicians have always been prompt, capable and concerned with customer satisfaction. However, the litany of problems has continued.

A couple of days ago Tom Moss asked Operations Manager Edell Yates to visit us and he did so yesterday. Prior to coming to NCC Edell reviewed our case history with the technician who had been servicing NCC. Upon arrival he conducted a thorough review of our system and then met with our team to review his findings and plan for resolution. He not only had a plan to address the service issues but a palpable commitment to getting the NCC system operating properly. He went to great lengths to ensure that each member of our team fully understood the role and responsibilities of SeTeL and our current carrier Cavalier. In short, he gave a stem-to-stern overview of what he believed to be the problems and the approach to resolving them. In my entire private industry business career I have been in few vendor meetings of this quality. I walked away feeling that our team fully understood the issues and knew that the vendor was committed to resolving the issues, even beyond the borders of his responsibility. We at NCC very much look forward to working with Edell in resolution of our service problems.

Sincerely,


Jack Quinlan

