



PHILLIPS-ROBINSON

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August 9, 2005

Mr. John Haley, CEO
Southeastern Telecom, Inc.
500 Royal Parkway
Nashville, TN 37214

Dear Mr. Haley,

I want you to know about one of your employees, Mark Stephens, and how impressed we've been with his work and with his determination to finish a task.

When we recently had a problem with Bell South disconnecting some of our lines in error, Mark came to our rescue. Lynwood Haynes also helped us out by coming by last Saturday to do what he could. But Mark Stephens has spent hour trying to bring us back up to our former status. His patience and expertise are remarkable. Not only did he "go the extra mile" to restore our services, but he also talked with Bell South reps (after I had been told twice that service was restored but was not) to resolve the problems.

All of your staff have been very helpful – Trish Zoller, Tammy Cothran, Lynwood and others – but I thought Mark deserved special commendation for his "above and beyond" efforts.

Sincerely,

Carolyn Farmer
Office Manager