



January 20, 2010

SeTeL
1001 Data Lane
Suite 108
Knoxville, TN 37932

Ref: Customer Satisfaction

To Whom It May Concern:

I'm writing to offer my gratitude and thanks for a very smooth phone system installation for BPV Wealth Management based in Knoxville, Tenn. In November 2009, I began a search for a phone company that would meet our newly formed firm's high expectations in terms of the sales process, installation and training.

BPV requested proposals from five competing companies and after several meetings with Chuck Spicka, we awarded the business to SeTeL. I want to clearly note that it was not the NEC phone system that eventually won the BPV account, it was Chuck Spicka.

Randy Trentham and Debbie Lawson have both performed admirably as well. Randy is certainly an expert in his field and his interpersonal skills are exceptional. Debbie Lawson's project management skills enabled our project to be completed with ease and enjoyment.

I typically do not write letters as a satisfied customer. However, as a delighted customer, I felt compelled to extend my thanks to SeTeL.

Best regards,

A handwritten signature in cursive script that reads "Greg Needham". The signature is written in black ink and is positioned above the printed name and title.

Greg Needham
Managing Director