

**Spirit of St. Louis Hospital**

5931 Hwy. 94 S.  
St. Charles, MO 63304

January 8, 2002

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

Dear Wayne Kirby,

I would like to take this opportunity to thank you and all of the staff that was involved with the installation of my new phone switch. The installation of the switch was seamless and appeared to be next to effortless. Tim and Kurt were very helpful and patient with me during this time. Tammy was truly a positive feature in assisting with the painless installation. Congratulations on a job well done.

Also, I would like to say that the training course that I was enrolled in prior to the planning phase of my installation was very beneficial. If I may suggest, Wayne, if a company or facility has an identified systems manager, they should take the opportunity to sit through the training course. It was informative and helped me better plan for the installation.

If you would like to discuss my installation, please feel free to contact me directly at (636) 477- 2124.

Thank you,

Bill Levis  
Facilities Manager