



Tennessee
Chattanooga Area Office

November 19, 2004

Southeastern Telecom, Inc.
Wayne B. Kirby
Vice President, Operations
500 Royal Parkway
Nashville, TN 37214

Dear Mr. Kirby,

We are writing for two reasons. The first is to say thank you for our voice mail services and your follow-up letters. We are very pleased and our system has been working quite well.

Second, we want to let you know how pleased we were with your two employees who came to install our system: Kim Sellars and Jim Mangrum. You have two fine professionals working for you. They were stellar, well-trained and showed excellence on every level. Their step by step approach technique to teach us made it simple to grasp. They were completely approachable by each staff member for a question and answer period. They worked with us to reach the best arrangement for our office layout on a forwarding system. They assisted in programming and labeling all of our phones. Kim even stayed beyond the time she had planned and forfeited a hair appointment 2 days before her birthday to help us finish up!

We were extremely impressed! No one receives enough good mail these days, so we wanted to let you know how outstanding these two employees are! We hope they are with your company for a long and successful tenure.

Sincerely yours,

The Chattanooga Office of TN Rural Development

Cc: John Haley
Kim Sellars
Jim Mangrum