

December 10, 2002

To Whom It May Concern:

I am writing this letter to relate my experience with Enterprise Systems' telecommunications services. ERM-Southwest has had a relationship with Sean Pyykola, Rodney Hyde and Tommy Cross for several years and their service and support for our Nortel system has been excellent.

We have a 260 port Option 11C that is serviced by Enterprise Systems. Whenever we need any service or upgrades I just give Sean or Rodney a call and the issue is handled professionally and in a timely manner. I am very impressed with Rodney's and Tommy's knowledge of the Option 11C and their attention to detail.

During a recent office relocation I contacted Sean to submit a bid to relocate our Option 11C over a weekend period. Not only was Enterprise Solutions the lowest bidder, but they also went above and beyond the scope of work to ensure the system was operational for business on Monday morning.

Based on my experience, I can recommend Enterprise Systems for telecommunications services. Their customer service and technical expertise have been a great asset to our firm.



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