



American Red Cross

Metropolitan New Jersey

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Walter Gramm
Chief Executive Officer

November 10, 2003

Mr. Russell Breninger
Breninger Communications
16 Terry Drive
Morristown, New Jersey 07960

Dear Russell,

Having just completed the move of our organization to a new facility in Fairfield, I felt compelled to write you this unsolicited letter of appreciation and recommendation.

I noted early in our relationship that you have the slogan "Powered by Pride" emblazoned across the front of your vehicles. I must admit to being a bit cynical in these days of deteriorating customer service and tend to dismiss slogans like this as marketing gimmicks. However, in the case of Breninger Communications, it has become very obvious that pride is indeed the driving force behind your work.

From the very start of this complex project, your efficiency, professionalism, technical knowledge, attention to detail, cooperation, and willingness to coordinate between the various communications companies involved in the conversion has been invaluable. In fact, yours is the only communications organization that we felt had a sense of proprietorship in seeing that our voice, data, and security needs were met both efficiently and effectively.

As you know, I had 30 years experience in the installation and maintenance portion of the telecommunications industry before moving to the non-profit sector 10 years ago. I understand the difference between good performance and bad performance, as well as the consequences of a poorly executed cutover. Within the context of this experience, Breninger Communications represents the highest and very best in quality customer service.

I am personally and professionally grateful for all of your work on our behalf. Please feel free to have any of your prospective clients call me for a reference.

Thank you, again, for a job extremely well done.

Sincerely yours,