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January 11, 2002

Mr. Russell Breninger
Breninger Communications
16 Terry Drive
Morristown, NJ 07960

Dear Russell,

I apologize that this letter is so long overdue. I've made a note to write you several times, and I am finally getting to it.

I wanted to express my gratitude to you for all your hard work installing our new phone system at Freedom House. Your knowledge, professionalism, and *patience* was greatly appreciated. The time you took to train our staff on the new system was invaluable. We now have a state of the art professional telephone system, and the installation of voicemail has greatly improved the efficiency of our operations.

Please express our thanks to Bruce as well. He is always knowledgeable and helpful – and gets the job done with minimal disruption to the office.

Thanks again for everything.

Sincerely,

Kristina Raymond
Compliance Coordinator

cc: Fred Reihl, CEO