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Randy S. Klein, M.D.
Medical Director

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Associate Director

November 13, 1997

Mr. Russell Breninger
Breninger Communications
807 Schenck Drive
Flemington, New Jersey 08822

Dear Russell:

We just want to take this opportunity to thank you for making the selection and implementation of our new telephone and voice mail system such a painless process.

Your expertise in telecommunications combined with your excellent information gathering skills enabled you to translate our needs into practical solutions. Your patience and thorough explanation of all the options available to us made for a smooth transition from our old system to our new one.

What has impressed us the most, however, is the service you have provided even after the sale was made and the installation done. When you detected a defect in the product shortly after we went "live", you replaced the entire system, no questions asked. When a couple of the phone receivers went dead, you held the manufacturer accountable as opposed to blaming the users. In short, you have been responsive and fair.

Your honesty, integrity and focus on customer service are rare commodities which we appreciate. We would highly recommend you to any prospective clients so feel free to use us as a reference. It has truly been a pleasure to work with you.

Sincerely yours,

Ronni Lederman
Practice Administrator

Randy Klein, M.D.
Medical Director