



November 4, 2005

Tony Velardo
New England Teledata
596 Pleasant Street
Norwood, MA 02062

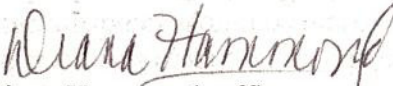
Dear Tony:

I am long overdue in writing, but sincere nevertheless. We at Hillside will always be grateful for your service to our company. Throughout the many years (twelve, maybe more?) that we have done business with New England Teledata, your service and expertise have been exceptional. Your equipment recommendations have always been on target--simple, practical, with advanced enough technology to meet future needs. Not only were you able to meet all of our criteria, but you also kept the cost within our budget. Installation was quick, on schedule and without interruption to running our business. All of these attributes would be reason enough to recommend you to anyone contemplating doing business with New England Teledata. But for us, the reason for you being Hillside's "forever phone guy" came truly on the heels of disaster.

As I'm sure you remember, in May 2001, Hillside had a disastrous fire that totally destroyed our clubhouse which housed our banquet rooms, members' grille, kitchens and offices. All that remained was rubble. Our pro shop building and locker rooms became our new headquarters as we tried to re-establish our business. On the very day following the fire, I called you and said, "Tony, everything is gone. No one can reach us on our business lines; we're working off the staff's cell phones. We need phones!" You came that day—with our same Toshiba phones, a "mother board," and a plan to connect in even our temporary trailer. We were back! In the year that followed you worked with our construction management team and electricians to make certain that when the building was ready, the phones were too. We kept our familiar Toshiba system, added voice mail (at long last!) and again kept to budget. If you said that you would be here, you were—on time or earlier. You explained the system updates to our staff, called to check on us and were always available to answer questions.

Should you ever have a client who would like to speak with one of your customers, do not hesitate to have them call me. I'll try not to gush, but Tony, you are the best! Thanks again!

Sincerely,


Diana Hammond, office manager