

# TELETRONICS *Communications*

October 6, 2008

Mr. Marc Castelluccio  
Director of Information Technology  
Area Networks  
1228 Euclid Ave  
Cleveland, Ohio 44115

Dear Marc,

I wanted to forward a brief note of appreciation on behalf of Teletronics for the outstanding efforts and cooperation of your entire staff in the successful deployment of a Shoretel I.P. Telephony system at Area Temps. In March of 2008, I was referred to Area Networks from Shoretel for a new I.P. communications solution. I met Andy Bidlen and your staff several times to plan a solution for the eight site network being proposed to Area Temps. With the aid of your staff, Teletronics proceeded to design, present and implement a Shoretel I.P. telephone system for the new offices of Area Temps. This requires considerable planning, programming of ethernet switches, router configurations and the designing of a voice processing protocol. Your staff's documentation and knowledge of the existing network was a great advantage toward installing the new Shoretel telephone system. In addition, they provided requested information, placed the proper phone calls and replied to e-mails in a timely and efficient manner.

What makes this project and the prompting of this letter unique is that I have done numerous projects of this magnitude over a 23 year career and rarely experience the mutual trust, courtesy, and cooperation that Area Networks extended. They displayed the vital client/vendor relationship necessary to accomplish a successful voice and data network of this magnitude, especially when coordinating all the other facets of moving an office.

We look forward to a continued business relationship as value added partner. Should you have any further needs, I can be reached directly at 216-739-2872

Sincerely,

Michael A. Camloh  
Vice President of Sales

