



July 10, 2006

Douglas Renner
Peak IP Solutions, LLC
470 Lindbergh Avenue
Livermore, CA 94551

Dear Doug:

We want to thank you for the Cisco IP Telephony System and network upgrade your company recently deployed for us. We were impressed with the professionalism you and your team showed throughout the process. The design and installation of the system went smoothly and we were able to bring up our Headquarters and all of our seven branches without any downtime. We now have a very reliable Cisco Systems Data and Voice Network that we can rely on for our critical business applications, as well as our voice communications.

The system is a great improvement from what we had in place previously. The new phones and services are so easy to use and understand that our staff picked it up right away. We now have a call center taking calls that gives us performance metrics that will improve our customer care. Our main switchboard can easily answer and transfer calls over our network. These improvements greatly increase productivity and save costs that were associated with those calls on our old system. With the attendant console application, the operators don't even have to touch the phone to do it. Our smaller branches are now connected with a centralized PRI and DID's, which also provide an additional cost savings each month. We also appreciate the convenience of being able to manage the system ourselves for all of our moves, adds, and changes. We really enjoy the ease of use of the system.

I would not hesitate to recommend Peak IP Solutions, LLC to anyone who is considering a new communications solution or network upgrade. It is because of your team's outstanding work that we have achieved outstanding results. Thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "Michael K Roberts", written over a horizontal line.

Michael K Roberts
Executive Vice President
Chief Information Officer

