

BARRINGTON MORTGAGE CORP.

(847) 382-8220

736 W. NORTHWEST HIGHWAY
BARRINGTON, IL 60010

January 28, 2002

Gregory A. Edwards
On-Hold Technologies
2625 Butterfield Road, Suite 138S
Oak Brook, IL 60523

Dear Greg,

I want to tell you I couldn't have asked for more from a company to do business with. Your company has always been professional. In case you don't remember, we were on the phone with another person in our business while you were installing the system. They heard the recording while they were on-hold, and immediately complimented us on it. The compliments have continued from everybody since the system was installed in 1996. A large number of our clients are in the higher income brackets and are buying a home or refinancing, and image is important. While our offices convey the right image, your recordings gave us that same image over the phone. You have always been diligent about reminding us to change the recordings so that we don't have to remember it and also so that we get our money's worth.

Best Regards,



John C. Gillett
Barrington Mortgage Corporation

FAX (847) 304-8383