

TRANSITALL

www.transitall.com

TRANSITALL SERVICES, INC.

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Greg Edwards
On-Hold Technologies
2625 Butterfield Rd. Suite 138S
Oak Brook, IL 60523

Dear Greg,

We would like to thank you for the service you have provided to us since we have become a customer. We started with you in 1999 and have been very happy with the level of service you have provided. We originally became a customer because I heard a very well-done on-hold recording while on-hold for my friend at Barrington Mortgage, John Gillett. Barrington Mortgage had been a customer for a few years already.

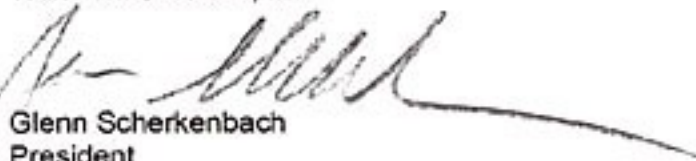
We feel that the system gives added credibility, which is essential for prospective customers to know we can provide timely service to their destinations. You have provided the image we were looking for. It has also provided information to callers about our other services that our employees don't always remember, or have time to mention.

Transitall has found your staff easy to deal with. You have always responded quickly to our needs and requests. This has been true with both the on-hold recordings and the equipment. Your company has always reminded us to change our recordings in a timely manner. As far as the equipment goes, it has always been reliable. When another vendor accidentally ripped out your wiring, your company was out here right away to take care of it. Before that, you even helped us find a competent and reliable phone vendor for our phone system when we needed it. This was important because the company that sold the new \$60,000 phone system to us didn't support it after we handed them the check. Your assistance helped us get back on track.

Thanks again.

Sincerely,

Transitall Services, Inc.



Glenn Scherkenbach
President