

Wynn-Reeth, Inc.

Home and Community Based Services for Individuals with Special Needs

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07-20-01

Casey Smith
CDS Telco, Inc.
5241 Secor Rd. Suite 5
Toledo, OH 43623

Mr. Smith,

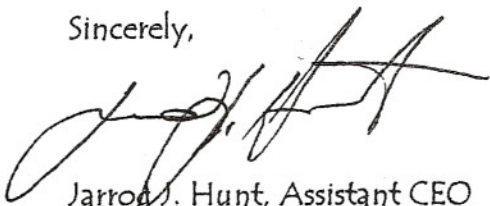
I was hoping to take a second of your time to discuss the recent issues that our agency has had regarding our telephones. I am sure that you have come to know our name quite well around your office since we started to develop problems with our telephone system. In fact, I think that some of the ladies in your office could even recognize who I was just by my voice.

We have had your telephone system in our office for over a year now, but just developed the problems when the new voicemail system was added. I am assuming that the problems always existed, but weren't apparent until the voicemail was added. No matter what the cause may have been the outcome was that our communications were totally crippled during the times the system was not working properly. In our business we are constantly on the telephone, and many of the conversations are regarding extremely time-sensitive services that we must provide to people we take care of. Having the telephone system has greatly aided us in better serving those we do business with, but not having the system left us preoccupied with details we did not have time for. We have come to realize that you don't appreciate technology until you have had it, then had it taken from you.

Through all of the experiences that we have had, I have known that the problems were not caused by anyone on your end. Additionally, I understand that the troubleshooting may have been quite frustrating to all who were involved. For all of the work that was done by your agency I would like to extend my greatest appreciation. The technology and services that you have brought in to our office play an extremely important part in the everyday operation of our agency. Furthermore, I would have to extend a special thank you to Luke for putting up with my endless calls, Randy for practically living here and providing his service, and to yourself for getting us a system that has us up and running better than ever.

Everyone in our office owes your team a special thank you for all of the headaches you have saved us, and for all of the wonderful service. Please do not think that your efforts will go unnoticed by our agency.

Sincerely,



Jarrod J. Hunt, Assistant CEO