



BY ELECTRONIC MAIL

From: James Fiore [mailto:jfiore@absurgery.org]
Sent: Friday, April 30, 2004 12:00 PM
To: Jonathan Miller; Tracy Eichorn; Tony Rossi
Subject: Great Tech Support At ETA

Hello, everyone. I just wanted to let you know that after having read the system administrator's guide cover to cover last night, I called ETA's tech support line this morning with a list of a dozen questions.

I spoke to a tech named Bill and wanted to tell you how extremely IMPRESSED I was with not only his willingness to help but his EXTENSIVE knowledge of the system. He spent 27 minutes on the phone with me and THOROUGHLY answered every one of my questions.

Thank you - Thank you - Thank you. I'm so extremely pleased with this system and your firm. So far, ETA has been THE BEST VENDOR I've ever worked with on any technology project in my 11 years in the IT field.

Tony, Jonathon, if you ever need an ETA/Inter-tel reference, please feel free to add me to the top of your list.

Sincerely,
James Fiore
Manager of Information Technology