



June 16, 2003

To Whom It May Concern:

We installed a Phone System with a shared Data Circuit from Unity Business Networks (UBN) at a new remote office. Our experience with UBN has exceeded my expectations.

First, UBN managed the project quite well. The installation was performed smoothly and on time. All issues were quickly addressed and their follow-up was great.

Second, the technology has worked better than expected. The call quality has been great and the feature-set of the system is exceptional. The system gives us options in our phone system that we would not otherwise be able to afford. More importantly, because of the web interface, the local staff is able to manage the system without outside help. UBN provided on-site training that enabled everyone to use the system to its fullest advantage.

Third, the cost fit well in our budget. The ability to share the cost of the phone and data circuits allowed us to get more of each for the money. We were able to get 12 phone lines and still have a T1 circuit for our data. Without combining them we would only have been able to afford about half of that for each.

Fourth, the system is easily scalable. The ability to easily and cost effectively increase the size of the system by only adding IP Handsets is a big advantage.

In summary, the service is great and provides exceptional value. I can highly recommend UBN.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael H. Parsons".

Michael H. Parsons
Vice President
Engineering