



18 January 2005

Matthew Murray  
CTI Solutions  
Level 1,  
195 Glebe Pt Rd  
Glebe NSW 2037

Dear Matt,

On behalf of Avnet I would like to thank CTI for the efficient way in which our new phone system was installed. Special thanks needs to go to Tim Dixon of your company, who not only provided us with a seamless transition from our old phone system (Ericsson) to the new Avaya system, but also continued to provide us with a very high level of ongoing support subsequent to the implementation being completed.

Avnet is a company which relies heavily on doing business over the phone, and it was therefore very important that during the change over from the old Ericsson system to the new Avaya phone system we were able to continue with business as usual. Tim through his management of the implementation process was able to ensure that we achieved this result and without any downtime.

As a final note I would like to say that the Avaya phone system has provided us with a very useful tool for conducting business as it gives us a great deal of flexibility in managing our telecommunications.

I would also like to give special thanks to yourself as you were able to take into account our business context in making you recommendations and in that sense we have been able to implement a system which literally adds value to our business.

Yours faithfully,  
Avnet (Australia) Pty Ltd

A handwritten signature in black ink, appearing to read 'Keith Dillon'.

Keith Dillon  
Finance and Operations Manager  
Australia and New Zealand

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