



04 March 2002
CTI Solutions
195 Glebe Pt Rd
Glebe, NSW 2037

Dear Matthew:

I just wanted to put down in writing my thanks to you and your team at CTI Solutions. We have worked with CTI Solutions for over five years and in that time we have come to trust Matt and his team implicitly. I have come to rely on CTI Solutions for their knowledge and honesty in telecommunications field. Whenever we have had a problem or question regarding our communications we have received a quick response and a plain English answer. If there has been a question in which Matthew has not been able to answer he has gotten back quickly to us with the best way to handle the situation.

We have recently moved offices and required a state of the art phone system. After talking to us and working out exactly what our current and future requirements where Matthew came to our office and gave us a demonstration of the Sox telephone system.

We looked at a number of other systems and by far and away the sox telephone system was the most cost effective solution for our requirements. I am amazed that the system is so user friendly. One of my apprehensions was the computer interface, but this was proved to be unfounded. The staff has taken to the system well and are now using features that we had on our Panasonic but never used. Event Net is a growing company with a lot of our new business being overseas so the benefit of e-mailing voice-messages and using the DSP card to work out of the office is of great benefit.

Event Net has always taken advantage of the best technology the market has to offer to enhance our business. We thought that having a call centre, tenanting lines and extensions while maintaining a mobile workforce was going to be a real problem for any one system but the sox solution has handled it with ease.

I would recommend Matthew, the staff at CTI Solutions, and the Sox system to any one of our clients or my friends. I would be happy to be used as a reference site and look forward to working with CTI Solutions for another five years.

Yours truly,

A handwritten signature in black ink, appearing to read "Felix La Spina".

Felix La Spina
Director

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