



*We Make It Easy To Communicate*

December 31, 2007

Joe Kramer  
Business Telecom Equipment, Inc.  
4574 Blakedale Road  
Roswell, GA 30075

Dear Joe,

Congratulations! You have earned the 2007 Reseller Quality Program Award for Excellence in Customer Service.

Business Telecom Equipment, Inc. has repeatedly demonstrated a dedication to quality throughout the sales, installation, and training cycles of the countless systems you successfully deployed in 2007.

Your participation in the Reseller Quality Program is a vital ingredient to our advancement in the marketplace. The ESI end-user provides us with invaluable information about his system experiences and enhancement suggestions that help us to continually grow our product family in innovative and meaningful directions.

We are truly grateful for the job you do, and for your continued business. As a *Quality Reseller*, you are a valuable asset and business partner to each and every company who chooses to do business with you.

Please accept our commendation for your commitment to excellence during 2007, and our best wishes for a happy and profitable 2008.

Sincerely,

A handwritten signature in black ink, appearing to read "Douglas J. Boyd", is written over a horizontal line.

Douglas J. Boyd  
President / Chief Operating Officer



*We Make It Easy To Communicate*

January 29, 2007

Joe Kramer  
Business Telecom Equipment, inc.  
4574 Blakedale Road  
Roswell, GA 30075

Dear Joe:

Congratulations on receiving your 2006 Reseller Quality Program Award for Excellence in Customer Service.

Your participation in the Reseller Quality Program affords us the opportunity to visit with the end-users of our systems and tap into their unique experiences, challenges and suggestions in our ongoing attempt to improve upon our current products and programs.

The sales, installation and training teams of Business Telecom Equipment, inc. played a significant role in advancing ESI's efforts in the marketplace via the many satisfied customers you supported this year.

We applaud your commitment to quality - throughout the thousands of installed systems we evaluated in 2006; you consistently exhibited ESI's ultimate ideals for customer service. For this, we are sincerely grateful.

Thank you for your continued business. As a *Quality Reseller*, you are a valuable asset and business partner not only to ESI, but also to every customer who does business with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Boyd", written over a white background.

Doug Boyd  
President / Chief Operating Officer