

FELDMAN, KLEIDMAN & COFFEY, L.L.P.

ATTORNEYS AND COUNSELLORS AT LAW

995 MAIN STREET

P.O. BOX A

FISHKILL, NEW YORK 12524-0395

TEL (845) 897-5199

FAX (845) 897-5945

JEFFREY M. FELDMAN

PAUL S. KLEIDMAN (1956-2006)

RICHARD J. COFFEY

ROBERT R. SAPPE

ANDREW S. REGENBAUM

CRAIG A. BURGESS

DAVID R. ZAGON

WAYNE M. RUBIN

KRISTIN LARSON DOYLE

ALEJANDRA R. GIL

ULSTER COUNTY OFFICE:

15 PLATTEKILL AVENUE

NEW PALTZ, NEW YORK 12561

TEL (845) 691-5199

OF COUNSEL

J. PETER COLLINS

MARSHA SOLOMON WEISS

RONALD A. BALL

January 7, 2014

Superior Telephone Systems
2410 Route 44
Salt Point, NY 12578

ATTN: David Jones

Dear Mr. Jones:

This letter is about six weeks late – I apologize.

I wanted to congratulate you and your staff on a job well done – more accurately not well done but exceptionally well done.

After many years of receiving poor service from ITC, we opted to purchase a new system solely to obtain better service. We were obviously concerned that the switch would be painful and disruptive to our business.

Starting with Jim Santoro, the process was easy, seamless and painless. Jim promptly analyzed our current system, provided sound advice as to what we needed/didn't need and a quote that was workable.

The actual installation performed by Darren and Mike was beyond our expectations. They quietly did their work without interfering with our normal work flow. The transition from our old system to the new was no transition at all. They spent time explaining to each employee the new features and any changes. When they were done, we were sorry to see them go. They are both real nice people who are very knowledgeable regarding the task at hand.



FELDMAN, KLEIDMAN & COFFEY, L.L.P.

Throughout the process I knew that Jim was making sure that all went smoothly.

Perfect is hard to achieve. This install and transition was perfectly planned and executed. That does not happen by accident but by thorough planning and good training.

Congratulations to you on having a great team. We look forward to many years of business with you.

Best wishes for the New Year.

Very truly yours,

FELDMAN, KLEIDMAN & COFFEY

Jeffrey M. Feldman

JMF/jnl

H:\JMF Personal\Letter Superior Phone 1-7-14.doc

