



October 10, 2003

MarkeTel Multi-Line Dialing Systems Ltd  
428 Victoria Ave  
Regina Sk S4N-OP6

Dear Joel Hanna:

When I first purchased the MarkeTel multi-line dialer system, back in 1998, I really didn't know the impact it would have on my business. I can honestly say it has been the best purchase I have made so far. My customer base has grown from 1800 to 5500, that's over 700 new accounts a year! The program was easy to install, and even easier to use. Your customer support has been, and remains, easily obtainable and always quick with a resolution.

As a business owner, I know how nice it is to hear that your service is truly helping, so I thought I would say thank you and keep up the good work.

Thanks again,

A handwritten signature in black ink that reads "Keith Fetzner". The signature is stylized and cursive.

Keith Fetzner