

January 6, 2016

Mr. Don Giordano

Entel Systems, Inc

230 West Parkway

Pompton Plains, NJ 07444

Dear Don:

I felt compelled to write a short note to you concerning your employees.

In October, 2015, I met with Bill, one of your sales people. Bill is an excellent sales person and represents your company well. He made it a no brainer doing business with you. The cameras were installed by November, but due to a manufacturers defect did not work properly. It took your employees some time to correct the problem, thanks to Digital Watchdog, but you have a group of men and women that are shining stars! Starting with Dione, she got the ball quickly rolling with correcting the problem with the defective cameras. She is a pleasure to deal with, nice, fast and efficient. Your technicians Bob, Chris and Mark are in a class by themselves! Chris and Mark had the stamina to keep coming back here and the patience to figure out what was wrong. I truly admire their persistence and patience. They had to replace each camera, add an additional camera and deal with me! (I'm known for my lack of patience.) Mark spent all the time I needed training me on the new system AND dealing with my large dog! I figure, if my dog likes you you've got to be a good person! I can't neglect to mention Phil. Phil brought all parties together and solved the issues as quickly as he could. He was in constant communication with my husband and I which helped a great deal. (I can be a pain in the neck.) Lastly, there is Michaela, loved her from the first minute of speaking with her! She is quick to grasp a problem that presents itself, quick to resolve it.

I may have only dealt with a few of your employees but I'm sure all of them are good. I've never met such loyal company people that all care about the customer, are respectful, pleasant and excel at their jobs.

Most importantly, I want to thank you for having the vision to hire these bright people. They are all worth their weight in gold and are the success behind your business.

Sincerely,



Lisa (and Frank) White