

IRVING L. FAUGHT  
ADMINISTRATOR



BRAD HENRY  
GOVERNOR

STATE OF OKLAHOMA  
DEPARTMENT OF SECURITIES

August 30, 2005

John Ryan, Vice President  
Verge Network Solutions  
235 N MacArthur, Suite 700  
Oklahoma City, OK 73127

RE: OK Department of Securities Telephone Installation

Dear John:

I am writing this letter to commend you and your staff, especially Felix Bautista, for making our recent telephone transition and upgrade a positive experience. The transition from the old NEC 2000 system to the new Mitel system was a smooth and pleasurable one with little or no impact on our daily operations.

I also want to thank you in particular for the assistance you provided in straightening out glitches and miscommunications between our local service provider and our long distance carrier. Regardless of the preparation that went into the cutover process, neither of these providers was equipped to handle the transition from the old analog trunks to the new PRI circuit. As a result we were without long distance service for several days. After I exhausted all means, you were able to locate the appropriate person to help correct the problem and restore long distance service. This action was above and beyond expectations and is very much appreciated.

Again, thanks for your professionalism and dedication to the project. It is refreshing to see that in your organization customer service is still an important aspect of the overall business.

Sincerely,

A handwritten signature in red ink, appearing to read "Charles Kaiser".

Charles Kaiser  
IS Administrator

Cc: Glen Patterson, President  
Verge Network Solutions

Laura Bybee, Contracting and Procurement Officer  
Department of Central Services  
Central Purchasing Division