



June 22, 2005

Mr. John Coyne  
Phone Review  
450 Jericho Turnpike  
Mineola, NY 11501

Dear John:

On behalf of South Nassau Communities Hospital I am writing to thank you and your staff for the review of our Verizon telephone bills.

As a result of the New York State OGS Program you brought to our attention and your subsequent assistance with the migration to same, the hospital realized a substantial reduction in telephone operating expenses over the past year.

We are also grateful for your ability to secure refunds from Verizon for all billing discrepancies identified during the review process.

In addition to your knowledge of telephone company rate plans and tariffs, you and your staff has provided excellent customer service. We look forward to a continued relationship with Phone Review.

Please feel free to use me and/or this letter as a reference with your future prospects.

Sincerely,

Lea DeMaille  
Communications Manager