

NATIONAL RESERVATIONS, INC.

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Joel Hanna
MarkeTel Systems
428 Victoria Ave.
Regina, SK, Canada S4N-OP6

Dear Joel:

I just wanted to take this opportunity to thank you for all you and your company have done for me. As you know, we had a minor question regarding customer support yesterday, and it just struck me how responsive MarkeTel and its staff have always been.

To refresh your memory (I'm sure you've forgotten by now), I was first introduced to your dialers about eight (8) years ago and I have been a real fan ever since. Not being very computer-savvy, I remember being told that, "Here's a dialer even you can run." Well, I am proud to report that my technical expertise has grown significantly in the interim, but now I enjoy training people with limited technical knowledge (and sometimes even computer-phobia) on the dialers and Rapid Contact software as they remark how easy it is to learn and use, both as managers and as operators.

I have been involved in telemarketing for twenty-nine (29) years, and have worked with many other predictive dialing systems, and, as I've said to you on other occasions, I wouldn't trade my MarkeTel dialers for any of them. I have a friend whom I've known for twenty-five (25) years who I referred to you, and he now swears by them also. He said he'd give anything to have not spent all the money he spent fooling around with more expensive equipment that caused him heartache and headaches and that did not provide any better service (in fact, less reliability). When I started NRI, there was no question but that one of my first calls would be to Joel at MarkeTel!

Besides the simplicity of use and your excellent support staff, I like the fact that it is easy to control with regard to the number of operators utilizing it at any one time, the speed at which it works and how uncomplicated it is to remain compliant with all applicable laws. Another factor is that we enjoy the benefits of predictive dialing while at the same time my operators can preview a record before the call is connected and **WE ALWAYS HEAR THE CONSUMER ANSWER!**

Thanks again and keep up the good work,



Jim Mayher
President

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