

October 15, 1990

Brad Burns  
President  
Burns Distributing, Inc.  
9875 Orange Drive  
Los Angeles, CA 90008

Dear Mr. Burns:

Thank you for taking the time to write to CTN concerning your recent experience with our cordless phones. It is always gratifying to hear from a satisfied CTN customer. From its onset, CTN's goal has been the satisfaction of our customers and letters such as yours reaffirm our commitment to quality.

I've taken the liberty of forwarding your letter to our advertising department, which is maintaining a large and growing list of happy CTN customers. We are currently planning an extensive advertising campaign focusing on the benefits our products offer individuals in the corporate world. We would like to consider using your experience with the Model 1000-CT in one of these ads. Rose Lee, Director of Print Advertising, will be contacting you in the near future to discuss the advantages that this national exposure can provide you and your company.

As your business communications requirements grow, we hope you will consider other CTN products. We look forward to meeting each new communications requirement with reliable, efficient, and cost-effective phones.

Sincerely,

John White  
Director, Public Relations  
Telephone Instruments Division