



TRIDENT TELEPHONE & ELECTRONICS

August 5, 1983

To Whom It May Concern:

RE: Mr. Donald Winchell

I was an employee for North Supply Company, the largest telephone supply company in the U.S. when I first met Mr. Winchell. I was a regional sales representative and called on all the interconnect companies in the Rocky Mountain region. When I first called on Trident Telephone they were one of the smallest accounts I serviced, and bought only small systems. They were in the Denver area, which is probably the most competitive in the country, and frankly, I did not think they would last long. When I first met Mr. Winchell I was impressed with his sincerity and straight forward manner.

Over the years as I dealt with Trident Telephone they began to grow quite rapidly, even though they had no outside investors. I became quite interested and impressed with their progress and was happy to see someone in the interconnect business that really took care of their customers as well as they did. Because of their attention to service and quality work, I began to direct whatever help I could in their direction.

I began to develop a somewhat more personal relationship with Mr. Winchell and also began to get a better understanding of his personal and business philosophy. He always had the utmost concern for the welfare of his employees and customers. Trident would always deliver the customer what they promised.

I began to feel that if I ever had a business of my own, that Trident would be a good example of how to go about it. I was very surprised one day when Mr. Winchell told me he was thinking of selling the company. I had not been considering buying a business but this was very interesting. Eventually that is what I did. I bought 80% of the Trident stock from the 100% that Mr. Winchell held.

I have been operating the business now since December 1982 and everything has turned out to be as it was presented in our negotiations. In my opinion Mr. Winchell is a unique individual with tremendous motivation, ability, and proper outlook about business and life in general.

I had a very clear understanding of the interconnect business due to my position with North Supply. I watched many companies fail, both large and small while Trident, under Mr. Winchell's direction prospered. I feel it was quite a remarkable accomplishment under the circumstances.

Sincerely,

Gary V. Graves

Gary Graves, President

Trident Telephone & Electronics