

Guatemala, February of 1999

Sres
PANAMAX
Ciudad

Dear Friends:

As a distributor of telephone systems, Hefestos has a commitment to service and support to the client. However, every time we installed a new telephone system, we were concerned about the arrival of the rainy season, as we found ourselves with many claims from our clients during this time. The principal reason for these claims was damage to equipment from voltage variations.

Since the time we began to install Panamax protectors we noticed that the protected equipment has not suffered any damage. Since this time, all of our installations use Panamax AC and signal line protectors.

Thanks to the Panamax solution we have fewer service calls and many more satisfied customers!

Regards,

HEFESTOS, S.A.