



December 8, 2004

Verl Wilder
Hilton Garden Inn/ Louisville Airport
2735 Crittenden Drive
Louisville, KY 40209

To Whom It May Concern:

At the Hilton Garden Inn/ Louisville Airport we have recently changed vendors for our High-speed Internet Access, or HSIA.

Upon opening in August of 2003, we had nightly issues with guests not being able to access the Internet or being able to access but at very slow speeds. After working diligently with our original vendor for several months we were unable to rectify the issues that were occurring.

Changing vendors to ITG has changed all that. ITG came into the hotel, assessed our needs, and made all necessary changes. The change over from our old vendor to ITG was seamless and our problems were solved literally over night. We have free to guest high-speed access wired in 210 guest rooms and wireless access in all of our banquet space (10,000 square feet) and our lobby and restaurant. When the Hilton standard changes in 2007 to wireless access in all rooms, we have been told that the change will be a simple one.

ITG has been an absolute pleasure to work with. From their 24-hour systems support to their occasional follow-up calls to the property, they have shown that they truly embody the spirit to serve the hospitality industry. Their standards for professionalism and guest service are something that I have rarely seen in the high-tech industry.

If you have any questions regarding ITG please do not hesitate to contact me at frh@musselmanhotels.com or by calling 502/ 318-2340.

Sincerely,

A handwritten signature in black ink, appearing to read "Verl Wilder". The signature is written in a cursive style and is followed by a long horizontal line that extends to the right.

Verl Wilder
General Manager