



January 23, 2008

Eddie Rosenberg  
Senior Account Executive  
ITG Networks  
11676 Perry Highway #3105  
Wexford, PA 15090

Dear Eddie,

I just wanted to say Thank You for all your help and the help from all your staff. I am not sure if you remember how we found out about your company but I would like to share the story with you anyway.

I had seen a brochure from one of our sister properties. In this brochure, it showed so many different capabilities for a business center, guest room computer printing options, their Internet options and phone systems. I was so impressed I called them up and asked them what company they went with. I also asked them what they thought of your services. They could not say one bad thing about ITG.

This prompted me to call you myself. I was so impress with how fast you got back with me. Most places would call you back the next day or so. You called me back with in an hour. You knew exactly what I was talking about and what you could do to help us out of our terrible mess.

This time last year we were getting complaint after complaint about our Internet. This was a big headache for our guest and us. Since we have switched to your company, we rarely get complaints from guest. Any little problems we have had have been fixed immediately. We can finally and proudly say to a guest, "Yes, we have wireless internet access through out the hotel." Our front desk is so glad that we made the switch.

Eddie, I cannot say how glad I am that we found you guys. Everyone is so nice, helpful and almost like part of our family here. Thank You, Thank You! You guys are great! I have recommended you to several people and will continue to do so. You have helped us raise our guest scores and help us behind the scenes with our daily computer work. We are grateful for all your hard work!

Thanks again,

Chris DeVinney  
Assistant General Manager  
Elms Holiday Inn  
Oxford, OH 45056