



EMBASSY SUITES
HOTEL®

Louisville - East

December 9, 2004

To Potential ITG Customer:

When our hotel opened in October 2002 and we were using a local company to provide our HSIA service. Since the day we opened we had guests complaining almost daily regarding our HSIA. Mostly it was the inability to connect or being cut off while connected. This was by far our largest guest complaint and I personally spent up to 30 minutes to an hour a day dealing with this.

We brought ITG in to take over our HSIA service in August and since then life has been very good. Our guests love it as it works the way it should. Easy to access and no problems once they are connected.

When ITG came in to do the conversion, they were on property for two days and we barely knew they were here. In fact I did not even know when they left. They stopped at the front desk and told my staff they were done and everything was up and running just the way it should. I was a little concerned with the fact they did not stop to tell me they were done, but then once I was able to see how good our service was working, they did not need to tell me. They have great confidence in their work and they should, it's great.

We did have problems with four of our guest suites and we have since opening. It was wiring problems that we have had several companies look at for us with no solution. Once I called ITG and asked if there was any way they could possibly help, they had someone out within the week and solved the problems that no one else could in the past year.

ITG has been great mainly because my guests can get on the internet anytime they want with no difficulties. To me this is what it is all about so I strongly encourage you to consider utilizing their services.

Sincerely,

Bud Vivion, CHA
General Manager