

January 22, 2004

Innovative Technologies  
Attn: Robert Kanter  
601 E. Main St.  
Greenwood, IN 46143

Robert,

I just wanted to take this time to thank you and the staff at Innovative Technologies for providing us support and expertise in the many areas of our business.

Being a radio station, it is extremely important that we get immediate service and good technical expertise, and we feel that your company has been able to provide us. When our company was first started, we needed the computers set up and running fast and you were able to come through for us.

Your emphasis on customer service is paramount to our continued satisfaction. We know that when we call, the answer you will give us will be 'yes' before you even know the question. We consider Innovative Technologies our 'turn-key' solution, meaning, any computer or technology related question we have, we can call you and you will either have the answer or will find someone who can get us the answers.

It is easy to tell how good a company is when you are dealing with so many businesses every day and all you hear is how well Innovative Technologies was able to come to their aid and to provide good service and technical help for their companies.

We just wanted to let you know how much we appreciate the relationship we have with your company and look forward to continuing that relationship in the future.

Sincerely,

Randy Tipmore