



Jeffrey R Hugabone  
Chief Engineer/WTIC  
10 Executive, Dr 06032  
March 11, 2004

Dave Gerstman  
WIREREADY, NSI  
56 Hudson Street,  
Northborough MA 01532

Dear Dave

In response to you email, please accept this long overdue letter of recommendation.

As you know, WTIC and Wireready began our relationship almost exactly 11 years ago in March of 1993. Back at that time Wireready had been expanding, already conquering most small station newsrooms, but was more or less just starting to target larger operations like ours. WTIC decided to go with a fairly new Wireready company and product. I know we were a tough and demanding customer with that 5.0 DOS snap-in system in the early days, but the product proved rock solid. Our News Dept was initially uneasy over the transition from the old NewsStar to Wireready, but all issues were quickly addressed, advanced features were introduced. Newsready was ahead of anything else out there and we've never looked back.

When the time came for me to move WTIC in 1999, we auditioned several news systems , but seeing the demo of the brand new Newsready32 showed you were still ahead of the curve and the competition. The clear choice was *always* Wireready.

Dave, your on -site training sessions were excellent, the staff loves NewsReady32. It's a permanent fixture we don't have to think or worry about. Above all, you should know the support we continue to receive after all these years from Wireready is second to none. In my opinion, Wireready NSI has proved to us it is among a select handful of companies that adhere to the highest standards of excellence in customer service.

Days, Nights Weekends, Holidays 24/7 365 days a year- we know we can depend on Wireready to help us keep delivering the highest quality of operation and public service that the WTIC call letters are known for.

Dave, I'm proud to say were customers of Wireready NSI and I would welcome any potential customer of yours who is perhaps having trouble making a decision on which system to go with, to call me personally. I would be happy to share my thoughts as a customer and perhaps help answer a question or two.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey R Hugabone".

Jeffrey R Hugabone  
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