



December 22, 2003

Dear Manufacturers and Others Tour Guide Operators,

I am pleased to recommend Listen Technologies for your audio tour guide needs. This system has made our guided tours extremely productive and pleasant for our guests as well as our guides.

We use our Listen systems at least three times a week to take groups of up to 50 people on tours of our factory and sprawling 100-acre campus. Our guests include dealers who sell our equipment as well as dentists who are the end users, so we want them to be able to hear our entire presentation. Our Listen system has proved invaluable, especially through the noisy factory areas.

Before we had our Listen systems, our tour guides would return after a three-hour tour exhausted from shouting and walking backwards. Now, our guides can be heard as they walk outside or even through a factory. They speak in a normal voice into their wireless microphones. Battery-operated transmitters carry their voices over FM radio signals to the guests, who are wearing small battery-powered receivers that funnel the sound into their headsets or ear buds. The sound comes to their ears directly and clearly, without interference.

We also like the Listen system because it is simple for our guests to use. They have only to adjust the volume to suit their individual tastes.

We are very pleased with our Listen system. I would be happy to answer any questions you might have.

Sincerely,

Cindy Blume, Training Coordinator  
A-dec, Inc.