

SANGAMON COUNTY EMERGENCY TELEPHONE SYSTEM DEPARTMENT

2000 Shale, Springfield, Illinois 62703

Tel (217) 753-6839 Fax (217) 753-6372

Mallorie F. Teubner, ENP
Executive Director

Emergency Telephone System Board

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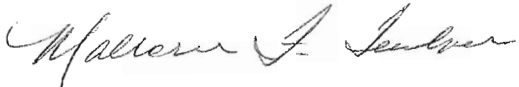
January 17, 2006

To Whom It May Concern:

The Sangamon County Emergency Telephone System Department (ETSD), as well as other Sangamon County departments, has been a customer of Wireless USA since the company opened its doors in Springfield, Illinois. They provide service to the ETSD for our radio system interface, our dispatch consoles, our current 9-1-1 telephone system, our mobile data network that supports over 300 police, fire, and EMS users, and even our dispatch console furniture. We just constructed a new 9-1-1 facility, and Wireless USA staff has been integral in the design of the facility as well as providing installation and warranty support on our upgraded radio consoles and our new dispatch furniture. We have contracted with Wireless USA to reconfigure our old 9-1-1 center and upgrade it so that we may use it as a back-up center, should disaster befall our new facility. In other words, we recently trusted projects worth over \$1 million to Wireless USA. As a matter of fact, for radio system and mobile data system warranty and support, we insist on Wireless USA because the service we receive has been, and continues to be, exceptional. We always find that Wireless' staff works tirelessly to complete a project on time, and works diligently on our behalf to make sure the suppliers meet our needs. Whether supporting existing systems or installing new, Wireless' staff are available anytime to answer questions and to help keep the systems operational. They work with my staff to make sure we understand the problem, and the solution. They are really an extension of my own staff. As a matter of fact, they are the only vendor we allow to have "trusted" access to our facility.

I am happy to serve as a reference for Wireless USA. If I can answer any questions, please feel free to contact me at the number listed above.

Respectfully,



Mallorie F. Teubner, ENP
Executive Director
Sangamon County Emergency Telephone System Department