

March 24, 2004

Mike Kistner
CIO and Senior Vice President, Information Systems
Best Western International, Inc.
6201 N. 24th Parkway
Phoenix AZ85016

Dear Mike,

My name is Chris Musser, and I work for a large, regional ISP in Northern California, Sonic.net.

I recently made a sales call on Tim Cahill, the General Manager of the Best Western Petaluma Inn in Petaluma, California. During our conversation, Tim related that Best Western International, Inc. has made a decision to provide Internet access to all of their rooms in all of their hotels, this year. My initial letter to Tim is attached below.

My purpose in writing to you is two-fold. The first is to let you know that Sonic.net has recently been rated the Best ISP in California by www.BroadBandReports.com, (<http://www.dslreports.com/shownews/39427>) one of the definitive rating organizations for broadband Internet access companies in the United States.

The second is to ask if we can receive your endorsement as a “approved vendor” pursuant to our desire to install Internet access in as many Best Western Inns as possible in our effective range, which includes much of Northern California.

In partnership with ConnectionsIT, a local IT vendor, it is our wish to provide a competitively priced package of Internet access with IT installation and support to provide a complete solution for Best Western Inns. From the most appropriate technology to connect each individual Inn to the Internet, to the installation team that will connect your phone closets to the Internet solution, to the training that your desk staff may need to answer questions from visitors regarding how this access is accomplished, we are ready, willing, and able to perform to the high standards and excellent reputations that Sonic.net and ConnectionsIT now enjoy.

Sincerely,

Chris Musser
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