

Law Offices

BRADLEY & GIARDINI CO., L.P.A.

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October 16, 1995

"The Commons"
520 Broadway, Third Floor
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Mr. Vincent J. Lombardo
Dictaphone Corporation
9700 Rockside Road - #190
Valley View, OH 44125

Dear Vince,

We just wanted to express our thanks to you for your support in the upgrading of our dictation and transcription systems. The 'promise of improved technology' with the four Straight Talks has manifested itself not only in ease and flexibility of use but also speed in which documents are turned over. Our secretaries are especially grateful for the voice clarity compared to the low grade static of our previous hardware.

An additional and unexpected bonus was the enhancement of our office communication due to the voice mail capability of this new system.

Of course, any system is only as good as long as it is working and we therefore consider service a high priority. We can say without hesitation that to date service and support has met our expectations not only in pre-installation readiness but also in follow through and availability to answer any questions. When called upon the service technicians have been very prompt, courteous and skillful.

We are pleased with our choice and find the dictaphones to be as efficient and effective as originally described. We would happily recommend Dictaphone Corp and this transcription system.

Thanks again, Vince, you handled the entire procedure from sales through start up with complete professionalism.

Sincerely,


Anthony B. Giardini

ABG/kwg