

June 7, 2004

Mr. Dario DiMare, A.I.A President Dario Designs 205 Walnut Street Framingham, MA 01702

Dear Dario:

I want to take this opportunity to thank you and your firm for the work provided to Fort Wayne Newspapers over the last year and a half. You were contracted to produce a Master Plan Study of our operations and provide recommendations for growth over the next twenty years. The final draft of the plan was received in July 2003 offering three building options to investigate.

Your work did not stop there, though the scope of contracted work had! We continued to ask for additional options and cost studies. Twice you participated in conference calls while on family vacation. To provide a higher level of accuracy you have redeveloped cost estimates several times as well as worked with a building contractor twice to provide the best possible cost estimates without the use of A & E drawings. All additional work was provided without a purchase order extension or change order fees. And yes, I just received Option #10 drawings with new cost estimates delivered to my desk today.

Your work is accurate, delivered on time, and you and your staff are truly newspaper professionals. I appreciate your honesty (though blunt at times), passion, and commitment to customers.

I recommend Dairo Designs to any prospective client considering a Master Plan Study.

Sincerely

Phil Haggerty

Vice President/Operations

Ft. Wayne Newspapers