



Wednesday, March 13, 2002

I am the Vice President of Marketing for the Words+, Inc. Words+ was founded in 1981, and in the past 20 years it has grown to be one of the largest manufacturers of augmentative and alternative communication (AAC) devices in the world. Words+ products include dedicated communication devices, AAC software programs, and other AAC related devices and products. Among the thousands of users of our products is Stephen Hawking, the astrophysicist, who is perhaps the world's most well known AAC device user.

Words+ AAC devices and AAC software are covered by third party funding programs throughout the United States. This includes Medicaid programs, insurance providers, Tricare (formerly CHAMPUS), the Department of Veterans Affairs, and Medicare. Medicaid, insurance, and Medicare all classify Words Plus products as "durable medical equipment." DVA and Tricare classify them as "prosthetic devices."

Words+ AAC devices satisfy the four criteria used by Medicare to define DME. They are durable: Words Plus AAC devices are designed and built to be used day in and day out and to last many years. They all come with re-chargeable batteries. Our "Toughbook" devices are so-named for good reason: they are housed in "ruggedized" cases that are used in military and industrial applications. In general, our devices are used for the life of the patient.

The second Medicare DME criterion requires that they are "primarily and customarily used to serve medical purposes." Words Plus AAC devices and AAC software meet this criterion because they are used solely for medical purposes. AAC devices, in general, are defined by the Food and Drug Administration as intended for medical purposes, and they are recognized in professional literature and by professional medical societies including the American Medical Association, American Academy of Neurology, and American Academy of Physical Medicine and Rehabilitation, as effective treatment for severe expressive communication disabilities, such as dysarthria, apraxia, aphasia and aphonia. These letters are posted and available for review at www.augcominc.com. AAC devices also are recognized in professional literature as an effective treatment for the communication impairments associated with Amyotrophic Lateral Sclerosis, also known as ALS or Lou Gehrig's Disease. R. Sufit, M.D. (1997) "Symptomatic Treatment of ALS," in R. Miller, M.D., Ed., ALS Standard of Care Consensus Conference, Journal of Neurology, 48 (Supp. 4) S 15-22.

The third DME criterion states that they must "generally not be useful to an individual in the absence of illness or injury." Words+ AAC devices and AAC software are not useful nor are they used by individuals who do not have severe communication impairments. The Words Plus company was created in 1981 to help one person overcome the communication limitations associated with severe disability. In all the years since then, Words+ has had and continues to have a single reason for existing: to design, manufacture, sell and service AAC devices and AAC software that will enable other individuals with severe impairment to communicate. Words+

AAC devices have exclusively been sold to individuals with severe communication impairments and to those professionals who provide AAC assessment and training services.

Finally, Words+ AAC devices are "suitable for use in the home." They are designed and intended to be portable and able to be used wherever an individual's need to communicate arises.

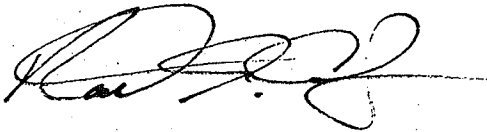
The characteristics of Words+ AAC devices summarized here have been demonstrated to Medicare administrators, and have been acknowledged to satisfy the new Medicare coverage criteria. Letter dated May 4, 2001 to Lewis Golinker, Esq., from Thomas Hoyer, Director, Chronic Care Policy Group, Center for Health Plans and Providers, Health Care Financing Administration.

The loss of the ability to communicate is recognized "not as the loss of life, but as the loss of access to life." Words Plus proudly makes a wide range of products, including AAC devices and software, that are invaluable to people with severe communication disability, such as individuals with ALS. Now, thanks to Medicare's coverage of AAC devices, many of these individuals have an opportunity to have their "access to life" restored.

Please contact me if I can provide additional information.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ronald F. Creeley', with a horizontal line extending to the right.

Ronald F. Creeley
Vice President, Marketing