

## Henry Clifford

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**From:** Home Media®  
**Sent:** Saturday, March 19, 2011 4:07 PM  
**To:** henry@getlivewire.com  
**Subject:** Good News / Great News



new technology without the hassle™

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**Dear Ray,**

### **Good News**

After 30 years in the consumer electronics business and 16 years at Home Media, I'm ready for a change. I've been looking for a way to preserve what we've built and for our customers to continue to have a reliable resource for making technology simple and hassle free. Well, I found it.

### **Great News**

Henry Clifford, the President of [Livewire, LLC](#) and I have reached an agreement for Livewire buy Home Media's business assets. Several of our employees, including our technicians will become employees of Livewire. This means that the history and knowledge of our clients' systems will remain intact and allow our clients to continue to have their systems supported by people they know and trust.

### **What Does This Mean To You?**

I think you're in good hands. Henry Clifford is the only 'competitor' I would consider doing this deal with. Our business philosophies, our passion for the work we do, our intense concern for customer happiness are all uncannily similar.

There will be continuity. OK, there may be rough patches as the Livewire team gets their arms around a lot more business. But they have many of our people who already know you and your system. I think things will smooth out quickly.

You'll call a new phone number when you need something. On Wednesday March, 23, Home Media will go off-line and Livewire will be up and running with the Home Media client database and ready to pick up where we left off. From March 23, 2010, you can reach Livewire by email at [homemedia@getlivewire.com](mailto:homemedia@getlivewire.com) or you can call (804) 937-9001. Tell them you're a Home Media client. I know you'll be treated very well.

### **Thank You**

I'm grateful for having had so many years running a wonderful business, serving wonderful clients. It's a little bittersweet handing the reins to someone else but I'm also looking forward to taking a break and playing with my newest grand-daughter (she's coming any day now!) Thank you very, very much for having given me and the Home Media team the opportunity to make our work part of your home.

Best Regards,



Ray Lepper  
President  
Home Media®



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