



Mr. Joseph DiMaio
President
International Freight Services, Inc.
1610 Rollins Road
Burlingame, CA 94010

May 23, 2001

Dear Joe,

When Ron Sevilla, SRI's Manager for Material Support Services, introduced us last November neither of us had any idea how difficult the task that lay ahead would become over the next five months. It was my first experience with a customs broker and the first time I had dealt with a Chinese company in importing a high technology instrument. Looking back on the problems, and the many times the deal almost fell through, I can't imagine anyone could have done a better job than SRI's Customs Broker, International Freight Services.

You and your staff stayed on top of the transaction, which, over the course of five months, overcame innumerable obstacles. Apparently, the Chinese company that sold us the instrument was not experienced in export procedures. It took over 50 e-mail, facsimile, and telephone contacts to move the high-value instrument from Hong Kong to San Francisco.

We relied on your personal experience and expertise' in customs law and practices throughout the long and tedious import process with our supplier. Your advice, and the dedication of the staff at International Freight, was flawless.

I would also like to commend your able assistant, Sonja Molo, who prepared much of the correspondence that was sent to Hong Kong, Judy Sheik who served as a translator during our telephone calls to the vendor, and Bill Tinney for his all-around support.

Please accept my appreciation for a job "well done."

Regards,

Michael R. Boldrick
Director
Mobile & Wireless Systems

SRI International

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