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April 6, 2006

Mr. Jack Cheng  
Project Manager  
MS Technologies Corporation  
18572 Office Park Drive  
Montgomery Village, MD 20886

Dear Mr. Cheng:

I would like to express our appreciation to MS Technologies staff for outstanding service in the development of an Interactive Voice Response System for the Maryland Transportation Authority's Bay Bridge BAYSPAN telephone hotline.

MS Technologies demonstrated flexibility and willingness to go above and beyond to get this project delivered by our cut-over date. Your employees' dedication and hard work brought this project together in a very short period of time -- less than 10 weeks.

The Authority is committed to providing excellent customer service. Our goal is to move traffic safely and efficiently. With implementation of the IVR, we are able now to provide many more drivers with real-time traffic information.

MS Technologies staff was always prompt, polite and considerate while working with Authority employees. Please extend my appreciation to your staff members for their critical role in *"Taking the Heat Out of Summer Travel"* for Bay Bridge motorists.

Sincerely,

Katherine Raynor  
Director  
Traffic Management Division

