



MARYLAND DEPARTMENT OF TRANSPORTATION  
MOTOR VEHICLE ADMINISTRATION

Parris N. Glendening  
Governor

David L. Winstead  
Secretary

Anne S. Ferro  
Administrator

December 22, 1997

Mr. Jack Cheng  
MS Technologies Corp.  
18504 Office Park Drive  
Gaithersburg, MD 20879

Dear Jack:

Thank you for your prompt and courteous response to the Motor Vehicle Administration's IVR dilemma on Friday December 19. Due to your company's proactive monitoring of our IVR systems, you were aware that we were experiencing difficulty, and were on-site even before we realized that we had a problem.

While the trouble was not even a problem with the databases, which would have been your area of responsibility, but turned out to be a problem with the Periphonics equipment getting to the databases, you were here offering your assistance to GTE/Periphonics via telephone calls to their engineers.

As always, your professionalism is respected and appreciated very much by MVA. MVA looks forward to the continuing applications we are working on with GTE and MS Technologies.

Sincerely,

A handwritten signature in cursive script that reads "Sherry D. Ward".

Sherry D. Ward  
Manager, Telecommunications Unit

cc: Preston Dilliard  
Carol Cordial  
Kenneth Byrd  
Thomas Moran  
William Long  
John Kuo