



July 23, 2002

Steven Zaleon  
Multimedia Solutions Corp.  
935 River Road  
Edgewater, NJ 07020

Dear Steve,

I want to express my appreciation for the work your team has completed for Brother Commercial Division. Multimedia Solutions has shaped a dynamic website that successfully established the foundation for our Internet identity. The site has been received with very high regard and has set a new internal benchmark for our future web development.

Multimedia Solutions met or surpassed all of the requirements for the project, including generation of new customer leads and providing our reseller network with valuable sales and education tools. MSC's keen understanding of customer interaction and user interface design has been key to successfully allowing our customers to interact with us and grow our long-term relationships.

I especially appreciate the keen attention to detail and focus on managing the project efficiently and within budget. The team always remained enthusiastic and professional despite our very aggressive design and development schedule. They truly lived up to the values that Multimedia Solutions espouses.

As we undertake the next series of projects, I look forward to working with the Multimedia Solutions team on e-marketing initiatives that will promote our brand through the year 2003.

Sincerely,

Rich Strait  
Channel Development Manager, Internet  
Business Machines Group, Commercial Division  
Brother International Corporation