



April 14, 2010

Ed Moskowitz
Multimedia Solutions Corp.
935 River Road
Edgewater, NJ 07020

Ed:

I just wanted to write a note to thank you and Multimedia Solutions for all the help you provided ISE in developing and implementing our new Members Area of ise.com. From the sales process to development to getting the site up and running, Multimedia Solutions listened to and understood what our needs were, designed a solution that matched those needs and delivered what they promised. While many companies make similar promises, Multimedia Solutions delivers on their promises. And the results speak for themselves; the new site is a huge improvement from the old members area we had, and we are very happy with the end product.

The 4-D (Define, Design, Develop, Deploy) framework you have in place made the process very easy, and while I was initially concerned that a too-rigid structure would hamper our very aggressive timeline, it actually avoided confusion and delays later in the project and allowed us to meet that aggressive timeline. Multimedia Solutions' discipline in sticking to this framework is one of the factors that this project was a success, and I was also impressed at the professionalism and ability of the team you put together to complete the project.

The site proves to be a valuable resource for ISE in our communications with our members, and our members are very happy to have a central location to access resources and tools to aid them in their own development efforts in implementing our new trading system. In the short term we plan to make minor enhancements and improvements to the site with Multimedia Solutions' help. In the long term we plan to add more functionality and tools to this area, and I look forward to working with Multimedia Solutions on these future projects.

Thanks again for all your help.

Sincerely,

A handwritten signature in black ink, appearing to read "John Moss", written in a cursive style.

John Moss
Brand Manager