

Raytheon

Raytheon Electronic Systems
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310.647.1000

March 28, 2002

Ms. Loral Scrivner, President
Big Suit Business Services
310 Marin Avenue
Mill Valley, CA 94941

Dear Ms. Scrivner,

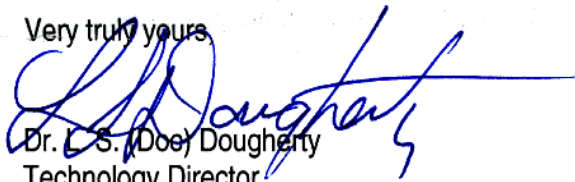
I would like to extend my personal appreciation to you and Big Suit Business Services for the outstanding support you provided the Raytheon Electronic Systems with our 2002 Independent Research and Development Technical Plan. This plan is due annually to our customer, the Defense Information Technical Center (DTIC) in Washington, DC, and identifies the technology Raytheon Electronic Systems plans to develop during the current year.

This was the first time we have chosen to outsource this task because the quality of this report sets the tone to our customer of how professional Raytheon Electronic Systems is, both in our technology development and our technical documentation. Needless to say, we were a bit nervous outsourcing this responsibility.

However, from the outset of working with you, my staff reported that you were exceptionally efficient in the manner in which you coordinated with them and understood the project requirements. The quality and timeliness of your product support has been highly professional and I want to thank you for making this annual project much less of a struggle than we have experienced in the past.

We hope you will consider working with Raytheon Electronic Systems in the future and now that you are a qualified Raytheon vendor, perhaps other Raytheon business may come your way. You will certainly get a good recommendation from my department.

Very truly yours,


Dr. L. S. (Doe) Dougherty
Technology Director
Raytheon Electronic Systems