



From: Tom Lonsdale  
President & CEO  
Cypress Industries  
13581 Pond Springs Road, Suite 307  
Austin, TX 78729

December 11, 2003

Dear Hasit:

On behalf of Cypress Industries I would like to thank you personally and your team at Intranet Services for the excellent work your organization did during our recent major website renovation. The project included adding many new pages, an entirely new site layout, adding a large drawing database and optimizing the text, meta-tags, and meta-keywords for specific groups of keywords we had determined were key to our business.

The Intranet Services group did an excellent job creating a user-friendly layout and converting all of our graphics to the formats required to make them look very professional. All of our clients have been very impressed with the look and feel of our site. It has also helped our marketing and branding efforts considerably.

In regards to the optimization portions, everything you have promised us has happened. Our Google Page Rank has increased, and the majority of the words we optimized for we are number one, and most of the rest we are in the top five. Due to your efforts, in the short time our site has been launched we have experienced almost double the number of visitors per day. This has kept our sales team very busy!

We have every reason to believe that the visits will continue to increase. Due to the great success of this project we have also decided to allocate a much larger portion of our budget to internet marketing with Intranet Services. Again, thank you for the excellent work, we look forward to continuing our relationship and additional projects in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tom Lonsdale II', is written over a light blue circular watermark.

Thomas J. Lonsdale II  
President & Chief Executive Officer  
Cypress Industries