

November 2004

To: Mr. Michael Wade, DSMI / SMT
Fax: (732) 336-3295
Email: mwade@teamdsmi.com

RE: Template Functionality in New SMS Software

Dear Mr. Wade,

It is vital that DSMI/SMT continue to maintain and develop the Human Interface to the SMS 800 software as a full service platform for Resp Orgs, including all vital functionality such as the template feature that has recently been discussed.

If features such as template functionality are only made available through the Web Services interface, a heavy technical and financial burden would be imposed on Resp Orgs. Such an arrangement would prevent many small and medium size Resp Orgs from gaining access to newly available features, and would result in significant competitive disparities within the Resp Org community.

We urge you to help maintain a level playing field for all Resp Orgs by incorporating any new SMS software functionality in both the Human Interface and the Web Services API.

Sincerely,

cc: 1-800 American Free Trade Association