

May 25, 2004

Meta Marketing, Inc.
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Dear Stephanie:

I would just like to send a huge Thank You! to you and Meta Marketing for helping make the 5th Annual Sound and Vibration Conference in Los Angeles a success this year. With your services, we were able to double the number of attendees for both the paid and free workshops and increase the number of attendees for the Customer Appreciation Event another third.

Since this was our first year using your services in the Western Region, I personally spoke to many customers about their experience talking to your employees. Without exception our customers said Bruel & Kjær called them regarding the conference courses and their benefits were explained very professionally. They did not see you as telemarketers, but as a call from Bruel & Kjær and even if they did not attend, they appreciated the personal invitation.

Also, the reports created were incredible. We could immediately see which key customers needed attention from our sales engineers for a wide variety of reasons. We were also able to use this information to update our database. This information alone was extremely valuable, freeing up our sales engineers to concentrate on our "A" customer list and focusing their attention appropriately on the rest of our customer base.

Again, thank you for your excellent work. It has been a pleasure working with you and I look forward to working with you on more telemarketing projects in the near future.

Regards,



Karen
Senior Marketing Coordinator