



**Telecommunications  
Research Associates**

Peter J. Isermann  
Vice President of Operations

March 10, 2004

Ann Tran  
Albuquerque, New Mexico, USA  
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Dear Ann,

I am writing to thank you for the tremendous work you did for TRA / RightArrow prior to our trip to Vietnam last December. Our business contacts there were very impressed with the quality of the recording, the translation, and the overall product demonstration. The fact that we pulled this off with only a few days notice was possible only because of the rapid service you provided, the quality of the work you did the first time through, and the extra items you helped us with once the production effort started.

I am attaching one of the sound files for your portfolio. TRA owns the copyright on it, but you may use this in your portfolio for the purpose of showing your work.

Also, you may find it useful to show the context of the audio file. For that, use the URL <http://test.tra.com/translation/vietnamese/>

I plan to create and send to you a CD with this material on it, again, for portfolio purposes only in order to protect TRA's copyright.

It was a pleasure working with you on this project. I will certainly continue to call you as our business in Vietnam continues to develop. Please feel free to use me as a reference.

Sincerely,

A handwritten signature in blue ink that reads "Pete Isermann". The signature is fluid and cursive, with a long horizontal stroke at the end.

Pete Isermann  
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TRA / RightArrow  
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