



Northrop Grumman Corporation  
Navigation Systems  
21240 Burbank Boulevard  
Woodland Hills, California 91367-6675

April 18, 2003

Jeffrey Smith  
Director of Client Services  
EOS International  
One Carlsbad Research Center  
2382 Faraday Avenue, Suite 350  
Carlsbad, CA 92008-7258

Dear Mr. Smith:

I'm a totally satisfied customer, coming up from ground zero. Your people were most helpful and polite and I appreciate their fast, thoughtful, and helpful customer service. EOS is above average in the Customer Service Department - something that is rare and hard to find today. Keep up the good work.

Sincerely,

Connie Drosten, Researcher  
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Navigation Systems Division Library  
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Northrop Grumman's Navigation Systems Division was formally Litton Guidance & Control Systems.