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Tel 1-714-898-3830 Fax 1-714-891-0321

Explanation of Unknown Sender

Dear Customer,

TopLine would prefer to ship via DHL or UPS or FedEx.

After the 11 September, 2001 World Trade Center bombing in New York, the USA Government established new laws for shipping goods from an "Unknown" sender.

According to the new law, "TopLine" is an "Unknown" sender because we do not have previous experience with your selected freight forwarder. The law does not consider the fact that you have a long relationship to with the freight forwarder.

According to the new law, to be classified as a "known" sender, it requires that TopLine make 24 shipments via your selected freight forwarder.

The law requires that TopLine submit many papers and identifications to your freight forwarder such as my personal passport and my California driver's license. Even after we provide the necessary identification papers, it is mandatory that your package sit in a quarantine area before the package is allowed to be shipped to you, perhaps months later.

We have made several unsatisfactory attempts with using our customer's freight forwarder with whom TopLine has no previous relationship (defined as 24 shipments). After many telephone calls, faxes and emails back and forth, it was necessary for the freight forwarder to return the package to TopLine and then we re-shipped the goods by DHL, UPS or FedEx.

This new US law is not friendly to doing international business.

It will be an unsatisfactory experience for all parties if we attempt to use the freight forwarded identified by you, and you will pay the storage expenses at your freight forwarder.

Please advise your acceptance of the shipment by DHL, UPS or FedEx.

Regards,

TopLine Corp

Martin Hart
President