



Mr. Lars Kallfass
Kallfass Verpackungsmaschinen GmbH & Co.
Siemensstrasse 8
D-72622 Nürtingen- Zizishausen
Germany.

18th February 2002-02-26

Dear Mr Kallfass,

Symantec, the world leader in Internet security technology, provides a broad range of content and network security software and appliance solutions to individuals, enterprises and service providers. The company is a leading provider of client, gateway and server security solutions for virus protection, firewall and virtual private network, vulnerability management, intrusion detection, Internet content and e-mail filtering, remote management technologies and security services to enterprises and service providers around the world.

As you are aware, we purchased four Kallfass 'Universa 5050' automatic L-Sealers and four Kallfass '650 N' shrink tunnels, in June 2000.

These four systems were required for increased production and, as a result of the improved new lines, we have achieved a 57% improvement in efficiency and a 50% increase in output. The Kallfass machines played a major role here in eliminating our process bottlenecks.

I am writing to you now to let you know how pleased we are with these four lines and with the Service and back up received from your Irish distributor Espac Limited.

We have been using various Kallfass machines for over ten years now and would highly recommend them.

Best Regards,

A handwritten signature in black ink that reads "Alan Byrne". The signature is fluid and cursive, written over a horizontal line.

Alan Byrne
Symantec Dublin, Engineering and Facilities Manager