ROYAL BANK

Royal Bank of Canada
Real Estate Operations
20 King Street West Mezzanine
Level Toronto, Ontario M5H 1C4

May 7, 2001

To Whom It May Concern:

I have been dealing with International Innovative Systems (Mr. John Shamess) for a good number of years. Initially we were looking for a protective device to aid in the protection of our critically sensitive equipment for our newly constructed facilities. To date we have been very satisfied with the supply of TVSS devices and the level of service Mr. John Shamess has provided us.

John has been very innovative when developing solutions for challenging situations. He offers superior TVSS devices far exceeding specification requirements and meeting our needs to ensure our facilities are properly protected.

I have no reservations in recommending their TVSS as an installed device for our system protection.

Sincerely,

MikeArmster, CET
Royal Bank
Standards, Policies and Technical Support