



Date: 02/25/04

Past Performance Evaluation[™]

D-U-N-S Number for this company: **12-330-9184**

The Supplier Performance Review is a report on a single company. This report is divided into four sections:

1. Company Overview

Contains basic location, contact, and operating data available on the company being evaluated. This information comes from Dun & Bradstreet and reflects the current contents of the Dun and Bradstreet record for this company and D-U-N-S number.

2. Supplier Performance Ratings

Provides the supplier's Summary Performance Rating, which is an assessment of likely overall performance, and a SIC-level benchmark, which indicates where the supplier's Summary Performance Rating falls in comparison to other rated companies in its SIC group. This section also provides Detailed Performance Ratings for key aspects of supplier performance.

3. Buyers Surveyed

Indicates the industries of the companies that have recently provided ratings on this supplier. Individual raters are not identified in order to preserve confidentiality.

4. Distribution of Feedback

Provides a breakdown of the survey responses received from raters of this supplier. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4).

1. COMPANY OVERVIEW (From Dun & Bradstreet records)

Primary Name:	ARENA TECHNICAL RESOURCES LLC	Year Started:	2002
Alternate Names:	(none)	Year of Current Control:	2002
Address:	13513 RIVER RD # A POTOMAC, Maryland 20854-0000	Annual Sales:	\$440,000
Telephone Number:	301 590-1212	Total Employees:	6 total
D-U-N-S® Number:	12-330-9184	SIC/Line of Business:	7363/Help Supply Services

Date: 02/25/04

Past Performance Evaluation[™]

D-U-N-S Number for this company: **12-330-9184**

2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

Summary Performance Rating

91












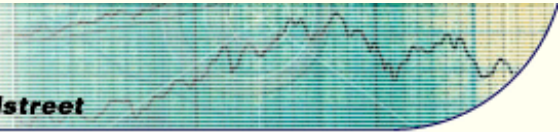
Indicative of likely overall performance

SIC Level Quintile

Bottom  Top

SIC: 7363/Help Supply Services

Detailed Performance Ratings	0	25	50	75	100
RELIABILITY: How reliably do you think this company follows through on its commitments?	95				
COST: How closely did your final total costs correspond to your expectations at the beginning of the transaction?	96				
ORDER ACCURACY: How well do you think the product/service delivered matched your order specifications and quantity?	93				
DELIVERY/TIMELINESS: How satisfied do you feel about the timeliness of the product/service delivery?	95				
QUALITY: How satisfied do you feel about the quality of the product/service provided by this company?	94				
BUSINESS RELATIONS: How easy do you think this company is to do business with?	95				
PERSONNEL: How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	97				
CUSTOMER SUPPORT: How satisfied do you feel about the customer support you received from this company?	95				
RESPONSIVENESS: How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	95				



Date: 02/25/04

Past Performance Evaluation [™]

D-U-N-S Number for this company: **12-330-9184**

3. BUYERS SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

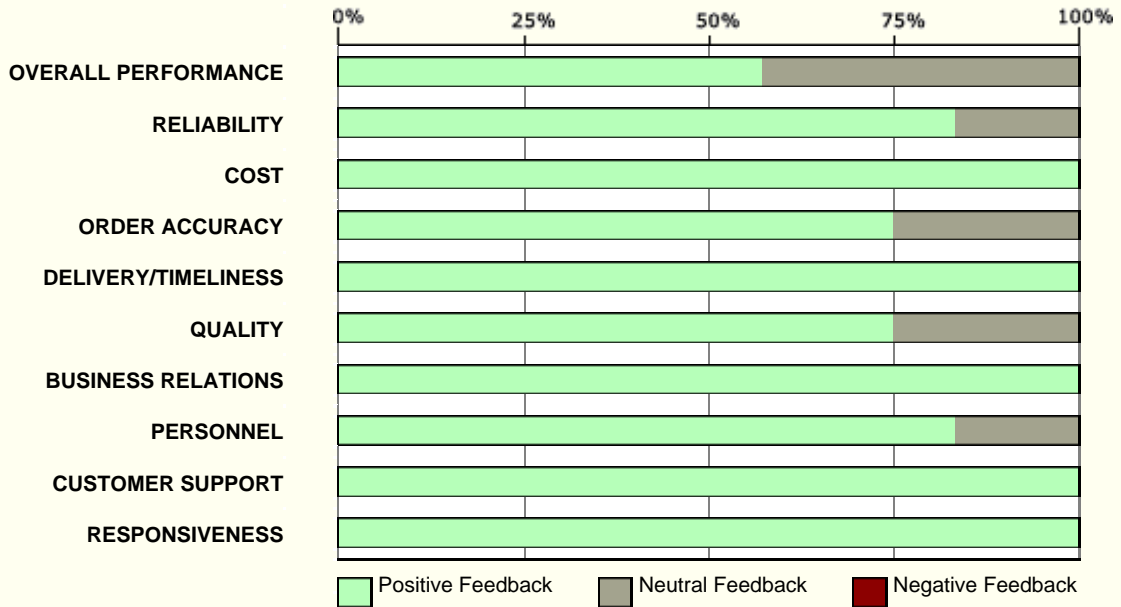
SIC/Line of Business:

- Unknown/not available
- 3571/Electronic Computers
- 3721/Aircraft
- 7373/Computer Integrated Systems Design
- 8748/Business Consulting Services, NEC

Number of surveys completed during the past 30 days is 7.

4. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from these raters. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). The percentages of responses falling into each category are shown below.



Note: The supplier ratings set forth above represent the opinions of the surveyed customer references and not those of Open Ratings or Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.

This report is provided under contract solely for use by the customer and a third party as designated by the customer. It is compiled from sources Open Ratings and D&B do not control and whose information, unless otherwise indicated in the report, has not been verified. In providing this report Open Ratings and D&B do not assume any part of the user's business risk, do not guarantee the accuracy, completeness or timeliness of the information and shall not be liable for any loss or injury resulting from reliance on this report or arising out of or caused, in whole or in part, by Open Ratings' or D&B's acts or omissions in preparing this report. This report may not be reproduced in whole or part in any manner whatsoever.