

CANADIAN
**Transportation
& Logistics**

December 3, 2004

Dear Mr. Di Tecco:

Further to your question about Ambro Transport's scoring in the 2004 Shipper's Choice Awards, although your company narrowly missed the minimum number of entries required for its results to be published in our issue, I am happy to inform you that the scores you did receive were considerably above the industry benchmark of excellence tabulated by the survey.

I am including your scores for each of the seven Key Performance Indicators as well as your total score below along with a comparison to the industry benchmarks for LTL transportation providers.

Regards,

Lou Smyrlis
Editorial Director
416 510 6881
416 510 5142

KPI's	Industry Benchmark	Ambro Score
On time performance	19.501	20.154
Quality of equipment & operations	16.514	17.300
Information technology	13.915	13.764
Competitive pricing	18.223	18.932
Customer service	18.567	19.702
Leadership in problem solving	15.649	16.920
Ability to provide value-added services	11.243	11.609
Combined SUM	113.613	118.382

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