

Nov. 10, 2003

To: Customers of UL's Multiple Listing Service

Subject: Announcing 2004 Price Freeze for Multiple Listing Service

To avoid last year's uncertainties regarding the pricing of UL's Multiple Listing Service, I'm happy to share with you that Multiple Listing pricing will remain unchanged for 2004. This means that for each unique file/category combination, you will be invoiced at the rates listed below – the same rates used for 2003. You will receive only one annual invoice for all current Multiple Listings.

The annual Multiple Listing service fee **and** any other updates to existing Multiple Listings and correlation pages, such as those to add new models to your Multiple Listings, have been collapsed into the single pricing structure shown below. However, the pricing noted below does not include changes to designs, systems and constructions found in the Fire Resistance, and Roofing Materials and Systems product directories. We have already seen how the single pricing structure has benefited many of you by the increase in the number of changes made to your Multiple Listing files.

The 2003/2004 pricing for the Multiple Listing Service is:

1-10 unique file/category combinations	\$650 (USD) per combination
11-25 unique file/category combinations	\$550 (USD) per combination
more than 25 unique file/category combinations	\$450 (USD) per combination

### Pricing clarification

Some customers have requested clarification of the Multiple Listing Service pricing structure. For the Multiple Listing Service, each **unique** combination of a UL file number plus UL category number is priced separately. The examples below illustrate Multiple Listing pricing.

UL Category	UL File	Invoice
<i>Example 1:</i>		
XAPX – Temperature-indicating and regulating equipment	E12345	\$650 (USD)
XAPX7 – Temperature-indicating and regulating equipment for Canada	E12345	<u>\$650 (USD)</u> \$1,300 (USD)
(two unique combinations: same file number, but different categories)		
<i>Example 2:</i>		
XAPX – Temperature indicating and regulating equipment	E12345	\$650 (USD)
XAPX – Temperature indicating and regulating equipment	E56789	<u>\$650 (USD)</u> \$1,300 (USD)
(two unique combinations: same category, but different files numbers)		
<i>Example 3:</i>		
XAPX – Temperature indicating and regulating equipment	E12345	\$650 (USD)
XAPX – Temperature indicating and regulating equipment	E12345	<u>\$0 (USD)</u> \$650 (USD)
(one unique combination: same file number and category used for multiple products)		

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UL is working hard to become more responsive to its customers, including implementing service improvements. UL is in the process of revamping its Multiple Listing and other private labeling services so we can offer services that meet your needs and are of the greatest value to you. As we develop new private labeling service offerings, we expect to be gathering customer feedback on them. If you happen to be contacted, I encourage you to be candid in your thoughts and thank you in advance for making time available to UL's private labeling team.

We look forward to working with you in 2004. If you have any questions about UL's Multiple Listing Service, please contact your local customer service professional at the numbers shown below.

**North America**

Canada	1-866-937-3ULC
Mexico	52-55-5294-7660
United States	1-877-ULHELPS

**Asia**

China (Shanghai)	86-21-6288-2990
China (Guangzhou)	86-20-8348-6999
Hong Kong	852-2276-9898
India	91-80-558-1773
Japan	81-45-342-1200
Korea	82-2-2009-9114
Malaysia	603-5632-5922
Singapore	65-6274-0702
Taiwan	886-2-2896-7790

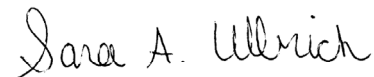
**Europe**

Denmark	45-44-85-6294
France	33-1-60-19-88-12
Germany	49-6102-369-223
Italy	39-039-641-0128
Netherlands	31-318-581327
Spain	34-93-342-7500
Sweden	46-8-795-4373
UK	44-1483-402-010
Switzerland	41-433-5540-24

**South America**

Brazil	55-11-3049-8300
Argentina	54-11-4316-8210

Sincerely,



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