



March 7, 2003

To Whom It May Concern:

My working relationship with Bob Green as his supervisor has been extremely rewarding. He has provided significant improvements to our marketing functions through enhanced training tools, coordination of leads, and managing our public relations efforts through magazine articles and website enhancements.

Bob has demonstrated a high-level of communication skills in providing new product launch materials, including CDROMs training presentations, and handling installation testimonial opportunities for Carlton. His objectivity and ability to work with Contractors resulted in superior article-writing that helped to emphasize our products' features/benefits and facilitated our selling efforts.

When loads got demanding, he was self-directed in finding alternatives while always offering creative ideas to continue the development of our web presence.

As key to his success, Bob has managed a balance of relationships on all levels throughout the telecom industry and is widely known for his web and writing abilities.

Sincerely,

A handwritten signature in cursive script that reads "Kim E. Fleddermann".

Kim E. Fleddermann
Telecommunications Market Segment Manager,
Carlton