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Vice President-External Affairs

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February 22, 2001

Mr. Steve Blume  
President  
Applied Professional Training, Inc.  
2382 Camino Vida Roble, #C  
Carlsbad, CA 92009

Dear Steve:

I would like to thank you for the truly outstanding work you have done for Southwestern Bell in developing our Data Communications Seminar for External Affairs Managers.

The seminar continues to get extremely high marks from those folks who have attended, and has become recognized across our organization as a significant learning experience. After taking this seminar, our folks feel much more confident in their data communications knowledge.

The content and presentation of this seminar are of such high quality that I continue to get requests from people all over Southwestern Bell and SBC to bring the seminar to them. Your enormous contributions of personal time and effort in customizing this seminar for us has been the key factor in our success.

As we continue to deliver the seminar and expand the content of it, you should feel quite proud of this excellent product. This is a winner!

Best regards,

A handwritten signature in cursive script that reads "Bob Digneo".

cc: Mr. Jerry Fuentes, Southwestern Bell