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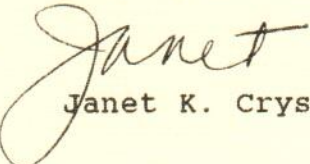
Dear Mike,

I want to thank you for the great work that you did for IBM on the video program "Contact: In Touch with the Customer." Through your scriptwriting efforts, our sales force and headquarters staffs were able to easily understand the customer-driven concepts we are striving for within IBM.

Your ability to grasp new information and concepts and turn them into words and thoughts for the masses was wonderful. The energy and enthusiasm you brought to our project was undaunted no matter what obstacles we put in your path.

You're a tremendous asset to have on any video project and I enjoyed working with you. I hope we'll have an opportunity to work together in the future.

Very truly yours,

  
Janet K. Crystal