



**GTE Network Services**

March 3, 1999

600 Hidden Ridge  
P.O.Box 152092  
Irving, TX 75015-2092

Mr. Jeff Conley  
2115 Hampton  
Carrollton, TX 75006

Dear Jeff,

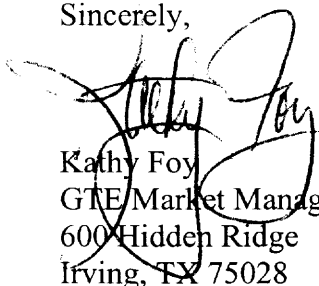
On behalf of GTE Wholesale Markets, I would like to thank you for your dynamic presentation on Balance and Change at our 1999 Wholesale Markets Departmental Meeting on February 23, 1999. Your enthusiasm, humor and real life examples captivated the audience.

The feedback survey received after the meeting included an overwhelming response that your presentation was Highly Valuable/Beneficial. Specific comments included:

- ◆ A+ - feel good type of event
- ◆ Perfect content - 100% perfect timing
- ◆ Entertaining
- ◆ Excellent session to resolve many negative issues that often creep into workplace.
- ◆ What a way to end the day on an upbeat note.
- ◆ He was very funny, and had a good message for everyone on change that was appropriate.
- ◆ Need to have Conley back.
- ◆ I really enjoyed Mr. Conley's presentation.

Again, thank you helping us recognize and realize how important it is to be a Difference Maker. We look forward to hearing you at future GTE events.

Sincerely,



Kathy Foy  
GTE Market Manager  
600 Hidden Ridge  
Irving, TX 75028