



Wednesday, December 4, 2002

Mr. Tim Griffin
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Dear Tim,

Thank you for participating in the 6th. Annual Netspeed Conference at the Glenmore Inn and Convention Centre. We appreciated the services and infrastructure for the on-site email centre that your organization provided. Delegates are always pleased when they are able to access their mail while on the road and noted this in their comments to me.

I was pleased with the Userful team on-site and found them to have a strong technology understanding and a comprehensive understanding of customer service. I look forward to working with your organization again in the future and would certainly be pleased to recommend your services to other conference committees. The Userful's "DiscoverStation" was a great benefit to our conference planning with its straightforward approach and having your team of experts on-hand made our job that much easier.

Again, thank you for your involvement,

Regards,

A handwritten signature in blue ink, appearing to read "S Leard", is positioned below the "Regards," text.

Steven Leard
Conference Planner - Netspeed 2002
Phone: (780) 414-1663