



Edison F. Peres
National Vice President
Distribution Development & Management

Lucent Technologies Inc.
Room 1C255
211 Mt. Airy Road
Basking Ridge, NJ 07920-0611

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Telephone 908 953-7855
Facsimile 908 953-7857
E Mail eperes@lucent.com

Mr. Gershon Mader
42 Inglewood Avenue
Thornhill, Ontario L4J7T8 Canada

Dear Gershon:

I am writing to thank you and your colleague, Josh Leibner, for the tremendous support you have provided to me personally as well as my organization over the past year. Overall, our results were exceptional, and as I have conveyed to you previously, my leadership team as well as myself believe that your tireless support and authentic partnership were invaluable factors in allowing us to accomplish the breakthroughs that we did.

A few highlights of what we accomplished include:

- ⇒ 64% revenue growth year-over-year with ROS of 27.5%
- ⇒ 81% in our Associate Satisfaction index - a reflection of the start of the cultural transformation
- ⇒ Implementation of the (revolutionary) Business Partner Strategy
- ⇒ Beginning the transformation of the entire Indirect Distribution Strategy
- ⇒ Winning the President Award in 1997 for outstanding performance and transformation

While these results certainly reflect the quantitative impact of our partnership, equally important to me were the ways in which you enabled us to strengthen our leadership skills and culture-change capabilities. You helped us build a relentless, result oriented culture which is oriented around true ownership and accountability. You also helped us to see where we were not operating as powerful leaders (myself included) and supported us to bring forth the kind of leadership required to achieve our aggressive business objectives. "Operating outside the box" and "breakthrough thinking" have become part of our new business culture. Although there is always more to learn, further to grow and things to fix, I firmly believe that each and every associate in our organization would say that they see significant differences in the way we do business today compared with just one year ago.

I fully expect our relationship to continue into the future. If there is anything I can do to support you in your business ventures, or if you need me to speak on your behalf to any potential clients, I would enjoy the opportunity.

Again, thank you for our partnership and friendship.

Sincerely,