

FLEISHMAN HILLARD

Fleishman-Hillard Inc.

International Communications

130 E. Travis, Suite 575
San Antonio, TX 78205-1627
Tel: 210.352.6979
Fax: 210.354.2661

Shawn S. Ramsey
Senior Vice President & Partner,
General Manager

December 18, 2000

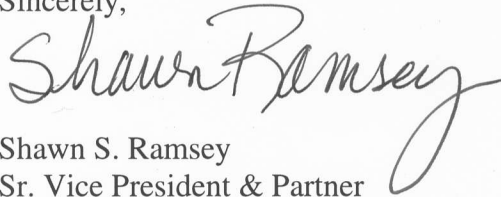
Steve Blume
Applied Professional Training
2382 Camino Vida Roble, #C
San Diego, CA 92009

Dear Steve:

It's unanimous! Our entire team agrees that the course you designed and taught for our company was absolutely superb! You presented the technical information that we needed to effectively serve our client's needs into the future, yet explained it on a level that we non-technical types could understand and use.

We look forward to working with you again as our client's technology grows and our need to understand new developments arises once more. Thanks again for a great experience!

Sincerely,



Shawn S. Ramsey
Sr. Vice President & Partner
General Manager

ATLANTA
AUSTIN
BEIJING
BELFAST
BOSTON
CHICAGO
CLEVELAND
DALLAS
DUBLIN
EMERYVILLE
FRANKFURT
HONG KONG
HOUSTON
JOHANNESBURG
KANSAS CITY
KUALA LUMPUR
LONDON
LOS ANGELES
MADRID
MANILA
MEXICO CITY
MIAMI
MILAN
MINNEAPOLIS/
ST. PAUL
MONTREAL
NEW YORK
OTTAWA
PARIS
SACRAMENTO
ST. LOUIS
SAN ANTONIO
SAN DIEGO
SAN FRANCISCO
SAN JUAN
SHANGHAI
SINGAPORE
TOKYO
TORONTO
WASHINGTON, DC