



February 27, 2002

Mr. Steve Blume
Applied Professional Training, Inc.
2382 Camino Vida Roble, #C
Carlsbad, CA 92009

Dear Mr. Blume:

I just wanted to write and thank you for the content in your excellent course, "High Voltage Protection for Telecommunications", and in particular to commend you on your very excellent instructor, Ed Kleinman.

We sent approximately 49 employees through the training here in Reno last week, and everyone I spoke with was glowing in their praise of Ed's knowledge of the subject matter and skill as an instructor. We had a lot of different workgroups represented at this training, from Engineers to Maintenance Technicians, and everyone I have spoken with thought the class was tremendously helpful but felt it was Ed who brought the material to life and enhanced their learning experience. Ed is a terrific asset to your company and I wanted to let you know how much he was appreciated.

As the primary contact for getting this class brought to Nevada Bell, I worked with Gary Duval, Sara Wallace and with Ed also, and all three were easy to work with, always accessible and exceptionally helpful. Gary showed infinite patience with my numerous phone calls and hundreds of questions about a topic I can't begin to understand.

You have a great organization, and we would absolutely use you again, should we require the training that your company offers. Please keep me updated on your course offerings and I hope to work with you again in the future.

Thank you,

A handwritten signature in cursive script that reads "Debbie Hinman".

Debbie Hinman
Manager, Safety Administration