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August 20, 2002

To Whom It May Concern:

I am writing on behalf of Nelson Wax and the guidance he provided in support of our efforts to improve customer satisfaction at DJJ Technologies.

DJJ Technologies is a distributor of Avaya telecommunications equipment and telecommunications services. Understanding and delivering on customer expectations is critical to our success and we required assistance in determining how well we were serving our customers.

Nelson facilitated our Quality Improvement Team in identifying our strengths and weaknesses and translating this understanding into a menu of actions we can take to improve what we do internally as well as externally. Nelson showed an excellent grasp of the quality improvement process and its impact on business objectives. As facilitator, he provided the leadership that enabled the team to grow and improve their abilities to continue the quality process in the future. His leadership style was very well suited in meeting the various requirements of the individual team members and project objectives.

Working with Nelson has provided me with a better insight into process improvements that can directly be tied to our business objectives. He is a person who can make a difference in any organization. Our time together has been both productive and a pleasure. If you would like to speak to me directly you may contact me at 631-787-5036.

Sincerely,

A handwritten signature in black ink, appearing to read 'Charles Butt', with a long horizontal flourish extending to the right.

Charles Butt  
General Manager

**AVAYA**  
communication

BUSINESS PARTNER