



July 28, 1996

To whom it may concern

Murray Warren was hired by Glentel Inc. in December 1996 to develop a telemarketing program to assist in the marketing of the new MSAT satellite telephones which were commercially launched the following month.

Twenty years in development, the satellite phone is truly a breakthrough high-tech product but also carries a very high price tag. Murray displayed an uncommon enthusiasm in learning about this complex product and the unique needs of its industrial prospects across a number of vertical market segments.

In less than six weeks, he orchestrated our entire telemarketing program including recruiting for the telemarketers, developing their compensation schedules, training and managing them, writing their scripts, as well as debriefing our dealers regularly, and tabulating the results. The end-result was that we learned an incredible amount on the needs, wants and desires of our prospective customers and on the nature of the selling cycle for this product.

This intelligence has been of incalculable value in helping us redesign and repackage our offering in the marketplace.

Murray gave us a tremendous amount of his time and energy and dedication and insights. He took an intense personal stake in the success of our program and was always there for us. To sum up, when it came to the telemarketing of the new satellite phone, Murray truly went above and beyond the call!

Regards,

A handwritten signature in black ink, appearing to read "Paul Preston", with a long, sweeping horizontal line extending to the right.

Paul Preston
Director of Marketing

or Art Droulis