



Global Knowledge Network, Inc.  
9000 Regency Parkway  
Suite 500  
Cary, North Carolina, 27511

T 919.461.8600  
F 919.461.8646  
<http://www.globalknowledge.com>

March 13, 2002

To Whom It May Concern,

I enthusiastically endorse Andrew Kauffman for his training and consulting work with Global Knowledge Networks over the past 6 years. Andy has served as a course director and instructor for us and has done fabulous work for us. Andy has the rare talent to synthesize complex content into a format that is easily understandable to laymen as well as for the highly technical engineer.

Global Knowledge Networks has a rigorous audit process where over 80% of instructors who want to work with Global end up "washing out". We look for people who are highly technical in specific networking technologies and have the demonstrated track record of excellence in instructing. Our course directors must also be able to write effectively for a variety of audiences in the United States as well as take into consideration other country/region specific technology challenges. We monitor our instructors closely by the evaluations on a 4.0 scale. Andy has consistently ranked in the top tier of instructors both with overall course evaluations, instructor evaluations, and content evaluations. In 2000, Andy was selected as one of the top 10% of the instructors. Additionally, the course Andy wrote for us, Fundamentals of T1/T3, has won the Society for Technical Communication Award of Excellence for 2000.

Andy combines humor, real world expertise, technical excellence, a "can-do" attitude, and true instructional expertise in his classes. I highly recommend him for any networking consulting project in your area. I will be glad to go into greater detail if you would like further information.

Warm regards,

Chris Hitch, Ph.D.

Product Director, Networking Product Group



Global Knowledge

9000 Regency Parkway, Suite 500  
Cary, NC 27512  
1-800-COURSES  
www.globalknowledge.com

June 27, 2002

Andrew Kauffman  
181 Versailles Place  
Pittsburg, CA 94565

Dear Mr. Kauffman:

I wanted to take a few moments to personally commend you for your distinguished performance in the Fundamentals of T1/T3 Technology class you conducted at Worldcom on May 14<sup>th</sup>. All students attending the session rated this class as "excellent" on their course evaluations. Your achievement gives you exclusive membership in the **Global Knowledge 4.0 Club!**

Your continued accomplishments are sincerely appreciated and are essential to the reputation that Global Knowledge has attained in the training industry. We are keenly aware of how instructors, like yourself, help drive our success and maintain loyalty among our customer base. On behalf of the entire Global Knowledge team worldwide, please accept our gratitude for your excellence in instruction.

I look forward to the next opportunity to offer my personal congratulations on your extraordinary achievements. Until that time, keep up the outstanding job!

Regards,

Rick Adamson  
Vice President of U.S. Operations

*Nice Job!*



Global Knowledge Network, Inc.  
9000 Research Parkway  
Suite 500  
Cary, North Carolina, 27511

T 919.461.8600  
F 919.461.8646  
<http://www.globalknowledge.com>

July 13, 2000

Andrew Kauffman  
AHK & Associates  
113 North Braintree Dr.  
Schaumburg, IL 60194-4141

Andrew,

I wanted to take a few moments to personally commend you for your distinguished performance of the T1/T3 Technologies class you conducted at Ameritech on June 13, 2000. All 15 students attending the course rated this class as "excellent" on their student evaluations. Your achievement gives you exclusive membership in the **Global Knowledge 4.0 Club!**

Your continued accomplishments are sincerely appreciated and are an essential part of the reputation for quality training that Global Knowledge has attained in the industry. We are keenly aware of how instructors like yourself drive our success and maintain the loyalty among our customer base. On behalf of the entire Global Knowledge team worldwide, please accept our gratitude for your excellence in instruction.

I look forward to the next opportunity to offer my personal congratulations on your extraordinary achievements. Until that time, keep up the outstanding job!

Regards,

Rick Adamson  
Vice President of U.S. Operations

Cc: Ryan Leathers  
Greg Roels



Global Knowledge Network, Inc.  
9000 Regency Parkway  
Suite 500  
Cary, North Carolina, 27511

T 919.461.8600  
F 919.461.8646  
<http://www.globalknowledge.com>

March 26, 2000

Andrew Kauffman  
AHK & Associates  
957 Palm Avenue  
San Mateo, CA 94401

Dear Andy,

I wanted to take a few moments to personally commend you for your distinguished performance of the T1/T3 class you conducted at Norstan in Minnetonka, MN, on December 14, 1999. All students attending the course rated this class and your instructor presentation as "excellent" on their student evaluation. Your achievement entitles you to exclusive membership in the Global Knowledge 4.0 Club!

Your continued accomplishments are sincerely appreciated and are an essential part of the reputation for quality training that Global Knowledge has attained in the industry. We are keenly aware how instructors like yourself drive our success and maintain the loyalty among our customer base. On behalf of the entire Global Knowledge team worldwide please accept our gratitude for your continued excellence in instruction.

I look forward to the next opportunity to offer my personal congratulations on your extraordinary achievements! Until that time, keep up the outstanding performance!

With regards,

Rick Adamson  
Vice President of Product Management

Cc: Page Lewis  
Greg Roels



Global Knowledge Network, Inc.  
9000 Regency Parkway  
Suite 500  
Cary, North Carolina, 27511

T 919.461.8600  
F 919.461.8646  
<http://www.globalknowledge.com>

January 18, 2000

Mr. Andrew Kauffman  
AHK & Associates  
113 North Braintree Drive  
Schaumburg, IL 60194-4141

Andrew:

Congratulations on achieving a perfect score of 4.0 delivering Fundamentals of T1/T3 Technologies to Norstan the week of December 14, 1999. All 14 students gave this class an overall rating of "excellent"... "Andrew is an outstanding instructor. His background and knowledge of the Telecom world make this class very enjoyable". Your exceptional presentation to this class entitles you membership to our prestigious **Global Knowledge 4.0 Club!**

Andrew, your efforts and successes are sincerely appreciated and are an essential component of the reputation for quality instructor led training which Global Knowledge has attained. As we continue to grow and gain the recognition and exposure that is paramount to our success, the personal commitment each one of us takes to be the *best* will distinguish ourselves as leaders in the industry. Thank you for *your* personal commitment to reach this goal.

I look forward to the next opportunity to offer my personal congratulations on your extraordinary achievements! Until that time, keep up the outstanding job!

Regards,

A handwritten signature in black ink, appearing to read "Rick Adamson".

Rick Adamson  
Vice President of Product Management

Cc: Page Lewis  
Greg Roels



Victor J. Westover  
Assistant Vice President  
Management Information Systems  
Hyatt Regency Center  
Clubhouse Terrace Tower  
One Tower Lane, Suite 400  
Clubhouse Terrace II 60081 USA  
  
Tel: 312/367-7000 ext. 1242  
Fax: 312/367-7000  
Direct Line: 312/367-7000

June 25, 1992

Mr. Andy Kauffman  
Northern Midwest Area Sales Manager  
Teleos Communications, Inc.  
1701 Golf Road, Tower 3  
Suite 106  
Rolling Meadows, Illinois 60008

Dear Andy,

Congratulations! All Ways in Touch could not have been better. You and the rest of the folks from Teleos that worked on the project could not have done a finer job.

I especially want to offer my sincere thanks for all the work you did to insure that our portion of All Ways in Touch was successful. Without your efforts, we would have never been able to share with our customers the powerful ways video teleconferencing technology can be applied to enhance their meetings. In addition, we were able to introduce this exciting technology to the General Managers and Directors of Sales. Your involvement in all the activities related to the Hyatt Fair and the focus group is most appreciated.

Once again, thanks for all your help and support. I look forward to working with you as we begin to explore ways to introduce this technology to the Hospitality Industry.

With Kind Personal Regards,

A handwritten signature in black ink, appearing to be the initials "VP" or similar, written in a cursive style.

cc: J. Biggs  
J. Pisula



Western Electric® products  
2600 Warrenville Road  
Lisle, IL 60532  
708 224-4000

August 24, 1992

To Whom It May Concern:

I am writing this as a letter of reference for Andy Kauffman.

I first met Andy in 1989 while he was working at Teleos Communications, Inc. -- I was in the market for a product his company sold. My first impression of Andy was that of a bright individual with a lot of people skills.

Since that time, I have worked with Andy quite extensively and have always found him to be an energetic, hard driven person -- someone that gets the job done right the first time. As it turns out, Andy significantly increased the amount of business I did with him because of his responsiveness and attention to detail.

I highly recommend Andy for a telecommunications position in Sales, Marketing or Product Management. Andy has a keen business sense that allows him to succeed at anything he does.

Sincerely

A handwritten signature in cursive script that reads "Michael A. Fekety".

Michael A. Fekety  
Market Development Manager  
AT&T Network Systems  
2600 Warrenville Road  
Lisle, IL 60532  
708-224-6942



**BP OIL**

BP Oil Company  
200 Public Square  
Cleveland, Ohio 44114-2375  
(216) 586-4141

September 10, 1992

Andrew Kauffman  
113 North Brain Tree Drive  
Schaumburg, Ill. 60194

Dear Andy:

It has been a pleasure working with you on our ISDN based projects here at British Petroleum. Your expertise on ISDN has helped our company invest in cost saving technologies that have greatly improved our telecommunications infrastructure serving the videoconferencing arena. Your professionalism and thoroughness is greatly appreciated and we wish you the best in your future endeavors.

A handwritten signature in cursive script that reads "Greg E. Lepkowski".

Greg E. Lepkowski  
BP Oil IS Technology Consultant

cc. R.F. Blocksidge - Director, Information Systems  
D.R. Edwards - Manager, Oil Telecommunications  
OUS Network Committee





Fermi National Accelerator Laboratory  
P.O. Box 500 • Batavia, Illinois • 60510

September 9, 1992

Andrew Kauffman  
113 N. Braintree Dr.  
Schaumburg, IL 60194

Dear Mr. Kauffman:

I am writing to express my gratitude with the way you have handled our account. When we started in the redesign of the Energy Research Videoconferencing Network (ERVN) we had very little knowledge of ISDN switched services and even less of Teleos Communications. You were instrumental in helping us understand the value of using switched service and how the NetworkHub could greatly expand the scope of the ERVN. The document that we wrote as a recommendation to the U.S. energy research community highly recommended the NetworkHub and will doubtlessly result in many sales. It is rare to find a salesman with both an interest and an understanding of the underlying technology he is selling, but you have fully demonstrated both. We are especially appreciative of your organizing a meeting at Teleos headquarters for not only our site, but other sites outside your sales territory. I understand that you are leaving Teleos. It is definitely a loss for the company. I wish you well in future pursuits.

Sincerely,

A handwritten signature in cursive script that reads "David E. Martin".

David E. Martin  
Network Systems Analyst  
National HEPnet Management

John W. Biggs  
Senior Vice President  
Hotel Accounting and Administration  
Hyatt Hotels Corporation  
200 West Madison  
Chicago, IL 60606 USA  
  
Telephone: 312.750.1234  
Telex: 6871520  
Direct Line: 312.750.8208

July 16, 1992

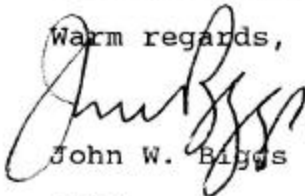
Mr. Andy Kauffman  
Northern Midwest Area Sales Manager  
Teleos Communications, Inc.  
1701 Golf Road, Tower 3  
Suite 106  
Rolling Meadows, IL 60008

Dear Andy:

A belated thanks to you and the folks from Teleos for your involvement in the success of "All Ways in Touch." We were extremely pleased with the outcome, and want to express our sincere appreciation for your efforts.

As mentioned in Victor Vesnaver's letter of June 25, we look forward to exploring new avenues with your company.

Warm regards,



John W. Biggs

JWB/gm

cc: Steve Sokal  
Victor Vesnaver

Mary Pitts Diner  
IS&DP Telecommunications  
224-4N-27, 3M Center  
St. Paul, MN 55144-1000



September 9, 1992

To Whom It May Concern:

Andy Kauffman provided sales support to 3M from our initial inquiry into Teleos products until the culmination of a widely publicized trial between AT&T, 3M and Teleos for a new service offering, ISDN SINA,. This AT&T service provides integration of voice, video, private line and switched data services with significant access savings. This was a complex multi-vendor, technology-intensive trial that required skilled sales support and the ability to develop productive relationships in a short period of time. It was largely successful, and as a result of Andy's efforts our relationship with Teleos is expected to continue and grow.

Andy always reacted swiftly and accurately to our inquiries, was able to represent our concerns accurately and successfully to Telcos. He had a good grasp of technology as well as a visionary view of the marketplace and emerging customer needs. I would welcome his support in future business relationships with 3M and recommend him highly in a marketing capacity.

If you wish to discuss my experience doing business with Andy in person I encourage you to call me. I can be reached at 612/736-2429.

Sincerely,  
  
Mary Diner, 3M VTNS Product Manager



Network Software Center

Western Electric® products  
2600 Warrenville Road  
Lisle, IL 60532  
708 224-4000

9/1/92

Teleos Communications, Inc.  
3 Continental Towers  
1701 Golf Rd.  
Suite 106  
Rolling Meadows, IL 60008

To Whom it May Concern:

I have found Mr. Andrew Kauffman to be intuitive, responsive, helpful, and technically competent in handling our account. He quickly grasped the complexity of our video teleconference network and responded promptly to all of our requests.

Quality of service is an important criteria that we use in selecting vendors. We invested in Teleos equipment in part because of the excellent service we received from Mr. Kauffman and our confidence level in his technical expertise and support. I am available to discuss the value and trust we have placed in Mr. Kauffman and Teleos Communications Incorporated.

Sincerely,

A handwritten signature in black ink, appearing to read "John Anderson", with a long horizontal flourish extending to the right.

John Anderson

# The Stringham Group

---

SOLVING BUSINESS PROBLEMS THROUGH THE APPLICATION OF THE APPROPRIATE INFORMATION TECHNOLOGY

August 25, 1992

To whom it may concern:

This is to introduce Andy Kauffman.

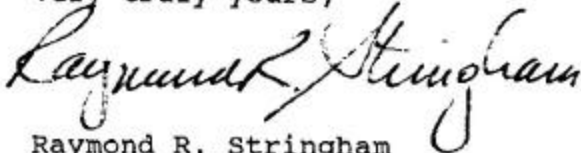
I have known Andy for several years and have found him to be an honest and forthright man. His business skillset includes a full and current understanding of telecommunications networks and technology, a current knowledge of telephone systems their applications and functions. He is a capable salesperson/sales manager as he puts to full practice an impressive array of communications skills. He does not rest until closure is obtained on any pending issue.

His "follow up and follow through" attitude earns him the respect of everyone with whom he comes in contact. His entrepreneurial spirit and creativity moves him down any number of paths to successful completion of his task.

Andy would be successful in any undertaking.

If I can be of any further assistance or should you wish to discuss Andy further, please feel free to contact me.

Very truly yours,



Raymond R. Stringham

The logo for EDS, consisting of the letters "EDS" in a bold, white, sans-serif font, centered within a solid black square.

April 20, 1995

Andy Cauffman  
AHK & Associates  
113 North Braintree Drive  
Schaumburg, Ill 60194-4141

Reference: Invoice Number 950407-01

Dear Mr. Cauffman:

Enclosed is the payment for the reference invoice. The cable solved a problem we had and assisted in the project I am working on. I greatly appreciate your quick response and shipment to our request on such short notice.

Sincerely,

A handwritten signature in black ink that reads "Brad Anderson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Brad Anderson  
EDS VideoLink®

700 Tower Drive  
P.O. Box 7019  
Troy, Michigan 48098