



May 2, 2007

Dear Warren,

It has been several months now since you spoke to our sales team in Seattle and I wanted to let you know that your compelling presentation has had both a meaningful and lasting impact on our group.

Our team is still referencing the things that you talked about and I was very pleased and excited to learn that you have been presenting to Dex sales teams in other parts of my region, as well as, other regions in RH Donnelley, because I know, first hand, how powerful your message is.

You are an outstanding speaker with the ability to captivate your audience from your first words. Your use of humor allowed us to connect with the personal stories you shared and left our team inspired, motivated, and more importantly enlightened as to what they can achieve when they change the way they see the world.

Having worked with other speakers in the past, I was highly impressed with your caring to learn our business. You tailored your presentation far more than I was used to so that our goals were met.

Our team has set a huge goal; some would say insurmountable. After hearing you speak the goal seemed highly attainable by all. Many said, 'If he can accomplish what he has, I'll never complain again....we can do this!' By speaking directly to us, by drawing parallels linking your challenges to ours, you have fostered a belief in self within our team that has strengthened our resolve to turn our goals into reality.

We now have a blown up picture of a mountain in our office that reminds us that we can accomplish anything we put our minds to.

Thank you for that!

A handwritten signature in black ink that reads "Cathy Crump". The signature is written in a cursive, flowing style.

Cathy Crump
Regional VP Sales, Western Region
Dex, an RH Donnelley company