



Martin H. Lustig
Vice President

Sprint Quality Development
KSOPHA0104-1A121
6330 Sprint Parkway
Overland Park, KS 66251
Voice 913 762 2761

November 26, 2003

Mr. and Mrs. Robert Clancy
Biz Phyx
2509 Nighthawk Drive
Plano, TX 75025

Dear Bob and Sue,

I just wanted to drop you a note about the pride I feel in the work you have done to help Sprint North Supply, and potentially, all of Sprint:

As you know, in the past I have been strongly opposed to the concept of "compulsory compliance" to TL9000 as being practiced contractually by some companies in the telecommunications industry. When Sprint North Supply was required by contract to become TL9000 registered, I initially opposed that as it appeared as if it would require the creation of a separate quality management system in addition to the existing quality management system we are deploying Sprint-wide.

As a direct result of working with you, we jointly found a way to integrate the TL9000 requirements with the existing culture and improve on the basic quality management system. In fact, I would go so far as to say without your guidance, Sprint North Supply may never have made the progress they have made, and they certainly would never have done it in the very short time that has elapsed. Perhaps of most significance, you found a way to engage the senior management team in quality and process improvement to a degree to which they had not been previously engaged.

Bottom line, you have brought a focus on customers and overall management system that is rare to find in the industry. You stand for the "poster-child" of easy-to-do-business-with, you deliver the results--and more--that you committed, and you do it in a professional and friendly manner.

It has been a pleasure engaging your services at Sprint, and we look forward to engaging your services for additional improvement initiatives.

Best wishes to you for a bountiful Thanksgiving!

Sincerely yours,

A handwritten signature in black ink, appearing to read "Martin H. Lustig", written over a white background.

Martin H. Lustig