



September 24, 1999

Brian Fontanella  
5800 Lombardo Center Drive  
Suite 140  
Cleveland, OH 44131

RE: Windows 2000 Readiness World Tour

Dear Brian:

Now that the Windows 2000 Readiness World Tour is officially completed, I want to take this opportunity to thank you for all of your tremendous efforts on this project. Without your dedication, flexibility, and amazing talents, this program never would have succeeded.

The World Tour has been extremely well received by everybody at Microsoft. The depth of your technical knowledge and quality of your presentation skills were consistently ranked the highest possible score. In fact, on a scale of 1-5, the overall average for the entire World Tour program was 4.8. As Microsoft employees are quite possibly the hardest students in the world to please, you should be extremely proud of your accomplishments.

Thanks again for making the World Tour a remarkable success. You are, by far, one of the best instructors I have ever worked with in my extensive training career. I look forward to working with you again in the future.

Sincerely,

A handwritten signature in blue ink that reads "Shawn Murray". The signature is stylized and includes a long horizontal flourish extending to the right.

Shawn Murray  
Program Manager  
Field Technical Events  
[shawnmur@microsoft.com](mailto:shawnmur@microsoft.com)