



May 13, 2002

Frank T. Cucco
Impact Networking
953 Northpoint Boulevard
Waukegan, Illinois 60085

Dear Frank:

Congratulations on winning BTA's Reseller of the Year Award for Category II. As I mentioned over the telephone, Impact Networking outperformed dealers and VARs in four performance areas: Finance, Operations, Vision, and Industry & Community Involvement. To be sure, Impact Networking represents the finest in BTA member resellers.

The award will be presented at the Business Technology Conference's Welcome Reception scheduled for 5:30 pm on Monday, June 10, 2002. I hope you'll be in attendance to accept the award, but if you find that you are not able to attend, please let me know so that I can arrange to have your award shipped directly to your office.

Once again, congratulations to everyone on your team! I hope to see you in Las Vegas!

Sincerely,

A handwritten signature in black ink, appearing to read "Robin Keller".

Robin Keller
Director - Membership & Marketing