



# COMMUNICATIONS MANAGEMENT SYSTEMS

A DIVISION OF CINCINNATI BELL INFORMATION SYSTEMS INC.

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McLean, Virginia 22102-5095  
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William G. Carter, Jr.  
President

April 30, 1987

Daniel V. Ferranti  
Director of Sales  
Communications Management Systems  
Division of Cincinnati Bell Information Systems Inc.  
1500 Planning Research Drive  
McLean, Virginia 22102

Dear Dan,

Prior to my retirement, I would like to thank you for your contributions to the company's success over the past two years.

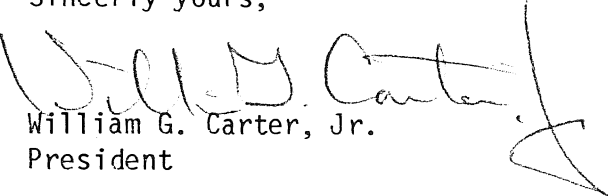
You joined CMS during a time of great transition, just prior to CMS's acquisition by Cincinnati Bell Information Systems Inc. With many possible distractions, you kept your sights set on obtainment of your revenue goals and succeeded! You substantially increased sales and kept expenses under budget.

I have enjoyed working with you. You have always sold CMS products at standard pricing and contract terms. Customer satisfaction is extremely important, and it all begins with the sale.

What I will miss most about CMS is the people. I have been proud of our company's commitment to quality in both its products and services. None of this would be possible without quality people--you are the best and brightest.

I wish you continued success in all your future endeavors.

Sincerely yours,

  
William G. Carter, Jr.  
President