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Excellence in Communications Services

A TDS Company

June 8, 1998

Mr. Doug Hanson
Hidden Resources
6021 Pine Meadows Drive
Katy, Texas 77493

Doug,

Your presentation to our team at the first *MidSouth Communications Center Annual Meeting and Development Conference* was outstanding! Everyone is still fired up with the spirit we ignited! Given the many challenges ahead of us, this energy boost was well timed and critical to our success.

Following are excerpts of some of the letters I received from associates the week after the meeting. I didn't ask for feedback, it just came rolling in ...

"Thank you for the wonderful day. I really felt part of a great company."

"Saturday was special. Thanks for taking care of the little guy on the totem pole."

"It was an honor to be part of this conference."

"We can use Doug's principles in everyday life, as well as in work. I thought that was great!"

"I was so uplifted when I left. For anyone who didn't attend, they missed a fabulous event."

"The conference really made an impact on how I look at my job."

"Thank you soooooo much!"

I have learned through the years that even with a great success, to be aware that you can't please everyone. In this case, I can honestly say, I think that we did just that. I'd be happy to recommend your services to my colleagues.

Sincerely,

Thomas P. Catani
Director
MidSouth Communications Center

cc: Linda Baker