



**TRILLIUM
SOFTWARE**
a division of Harte-Hanks

October 27, 2004

Jeff Salz, Ph.D.
PO Box 918
Idyllwild, CA 92549

Dr. Salz:

On behalf of Trillium Software, I'd like to thank you for presenting the keynote address at our annual Customer Conference in September 2004. Your words and your experiences were truly inspiring and helped motivate our customers for the challenges they will face in their current projects and over the course of their careers.

We appreciated your dedication to our event in the face of an approaching hurricane, and your availability and willingness to spend time with our attendees before and after your scheduled presentation. I enjoyed speaking with you prior to your address, and I heard many of our customers comment on how friendly and accessible you were to them.

Your personalized address drew invaluable associations between challenges in the workplace and the types of adventures that you yourself have had. You helped to motivate our customers and our employees, and encouraged us to look at every part of life as an adventure and embrace every challenge that comes our way. Your address truly started the conference off well and prepared us for the challenges of the week ahead.

Thank you again for all you shared with us and we wish you the best in your future endeavors.

Best Regards,

A handwritten signature in black ink, appearing to read "John Nicoli".

John Nicoli
Sr. Vice President
Trillium Software, a division of Harte-Hanks