March 15, 2002

Dear Sir or Madam:

I have known and worked with John New since 1999 when I took the position of Managing Editor of the bi-monthly computing journal *The Connection* (at that time entitled *The Tandem Connection*). John was contributing to the journal prior to my joining *The Connection* team. Specifically, John began contributing technical articles voluntarily on a regular basis in 1996 and continued his contributions of between four and six technical articles per year through 2001, finishing his tenure with his final article in 2002.

John's articles proved to be an excellent addition to the journal over the years. The articles were well received by our readers, as they were very well written, and always of a timely, practical subject matter. His work always seemed to hit the tone of what his peers needed to know to keep their own shops running with ease. I know our readers began to look forward to his entries.

Additionally, John was a pleasure to work with over the past three and half years. He is extremely professional and personable. He proved to be a man of his word, and if he committed to produce an article I came to know that I could always count on him coming through. His work was done with care and was always on schedule. It should be emphasized that all of this effort was done on a volunteer basis. Our journal is reliant upon volunteers, and I have to say they are not always as reliable as John. He made my job much easier for quite some time.

If you have any questions, you can reach me via email at carriedurnell@netnitco.net. Or you can contact ITUG headquarters at the above telephone number.

Sincerely,

Carrie A. Durnell
Managing Editor, *The Connection*