



David Lane
Bright-AI

Our ref:
Your ref:

19th May 2005

Dear David,

RE: Collaborative Process Online automation project

In relation to your recent project with BT to e-enable our "Collaborative Process". I would like to thank you for your tenacity and enthusiasm on this project.

As you know we were working to very tight timescales and did not have a clearly defined terms of reference for the project. I felt that it was very unlikely we would be able to deliver in time for our new financial year in April.

I was very impressed with the way you understood our requirements and quickly provided a working prototype for us to review and develop into the finished article in order to meet the timescales and budget constraints we were working with.

I hope that we are able to work together on future project with Bright-AI and wish you well for the future.

Yours sincerely,

A handwritten signature in black ink that reads 'J. Denison'. The signature is written in a cursive, flowing style.

Jonathan Denison

Group Sales Manager

Jonathan Denison
Group Sales Manager

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BT Retail
ppHWB451
PO Box 200
London N18 1ZF

tel +44 (0)207 876 8304
fax +44 (0)207 876 8305
mob +44 (0)7703 403312
email jonathan.denison@bt.com

British Telecommunications plc
Registered Office
81 Newgate Street, London, EC1A 7AJ
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