

**Lucent Technologies**  
Bell Labs Innovations



Remote Access Business Unit  
4464 Willow Road  
Pleasanton, CA 94588-8519

Telephone 925 737 2100  
Facsimile 925 737 2110  
Toll Free 800 458 9966  
info@livingston.com  
<http://www.livingston.com>

December 10, 1998

David Morgan  
The D.W. Morgan Company  
302 Lindbergh Avenue  
Livermore, Ca 94550

Dear Mr. Morgan:

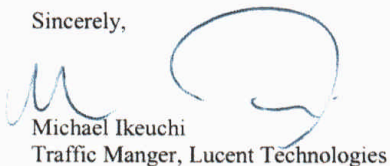
It is my opinion that this letter cannot adequately express the service provided by your entire team. What really sets Morgan apart from other logistics companies that I have worked with, are the solutions they have been able to develop to address the needs of Lucent Technologies. Your staff has provided us with the support and flexibility that I find necessary to meet and exceed our distribution requirements.

Since being introduced to the services that Morgan can provide, we have teamed up on several projects in addition to our standard distribution needs. These solutions include RMA process, Next Flight Out service, Same Day deliveries, and After Hours Support. We have several other projects in the works that I am confident will be handled in the usual professional "Morgan" style.

The new MAX system has helped all departments within Lucent Technologies to obtain necessary information about shipment status, P.O.'s etc. The ability to track P.O.'s part numbers, customers or vendor shipments without needing a waybill number is phenomenal. The information available on the Morgan website stands head and shoulders above your competitors.

We do look forward to growing together with your company. Thank you again for your continued support of Lucent Technologies.

Sincerely,



Michael Ikeuchi  
Traffic Manger, Lucent Technologies