

Microsoft

March 17, 2004

Francois Conradie
PO Box 1267
Sea Point 8060
South Africa

Dear Francois,

It has been brought to my attention that you assisted us with a difficult Microsoft ISA Server 2000 configuration at Woolworths (Pty) Limited.

I would like to take this opportunity to thank you personally for your time and dedication in assisting us with this challenging implementation, and on behalf of our offices in Cape Town, South Africa, extend our thanks for the contribution you have made in ensuring our customer had a great Microsoft experience.

Sincerely,



Bill Gates
Chairman and Chief Software Architect