



N O V E L L®

March 27, 1996

Louis Lopez  
Clark Data Microage  
Bldg B Suite 1000 Att F Kalana  
9777 W Gulf Bank Rd  
Houston, TX 77040  
United States

Dear Louis Lopez:

Congratulations on completing your certification requirements. As a member of the CNE program, you have been assigned a CNE ID number.

Your CNE ID Number is: ID# 6428402.

Novell recognizes that as a CNE, you are critical to our continued success. You are pivotal in helping our customers understand our products and in helping them develop and manage their Novell networks. Novell wants to recognize and reward your achievement by providing you with the information, technical support and access to the technology you need to succeed. As part of this you will be credited with two technical support incidents valid for one year from your certification date. If your company receives support from Novell through other channels, you should obtain support from Novell in the manner prescribed by your company's agreement.

To demonstrate our commitment to your success, we will be sending you a CD ROM featuring Novell products in early 1996. In addition, we will be building a dedicated CNE home page on the internet at <http://www.cne.org> in January 1996.

You now have the opportunity to attain our new Master CNE qualification which allows you to specialize in any (or all) of three specialist categories (depending on your CNE specialization):

1) Network Management	2) Infrastructure and Advanced Access	3) GroupWare Integration
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The Master CNE accreditation is the highest level of technical certification in the IT industry. Master CNEs have advanced skills to provide solutions to complex networking problems that may span several different platforms.

If you need in-depth knowledge of network design and implementation, network infrastructure and network management you should enroll in the Master CNE program. For more detailed information about the new Master CNE program, please contact any of the numbers listed on the following page.

We look forward to working more closely with you to build the smart global network.

Yours Sincerely,

Sanjay Upadhyaya  
Advanced Certifications Program Manager  
Novell, Inc.