

Apple Computer, Inc.

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April 13, 1999

To Whom It May Concern:

I have had the pleasure of working in close concert with Ed Hintz since January, 1998. He and I joined the Desktop Escalation Support Austin team at the same time (now known as Technical Support). In that capacity, I earned a deep respect for Ed's technical abilities, his willingness to learn new products, his acuity for applying learned principles to new situations, and his demanding work ethic.

Ed made such an impression on me, that when I was managing inventory for our technical support agents, I asked Ed to come on board and manage our laboratory facilities. Ed was eager to assist me in these duties, and put into place some great ideas to minimize loss and maximize availability of resources.

Ed also has proven himself very valuable to me in my duties as a Site Specialist for Quality & Preparedness. He researched and implemented a resource list to facilitate the recording and playback of telephone calls, so we could use software to record and track the calls, and play the calls while we are participating in a teleconference.

Sincerely,

Mark W. Kernan

Front Line Site Specialist
WorldWide AppleCare
Technical Support - Quality & Preparedness