



**communications**  
**Integrated Systems**  
Joint Operations Group  
5749 Briar Hill Road  
Lexington, KY 40516-9723

15 December 2003

In Reply Refer To:  
A-80710/4L-074

Mr. Edward Shulman  
Concord XXI, Inc.  
1600 Steeles Ave. W., Unit 204  
Concord, Ontario  
Canada L4K 4M2

Dear Mr. Shulman,

It has been a pleasure working with you to coordinate the maintenance training on the Mi-8/17 and An-26/32 aircraft for our personnel. You have been most helpful, and have provided a service which is difficult or impossible to obtain elsewhere.

Our A&P mechanics learned a great deal in the classes you have provided. The schools in both Kremenchug and Kiev afforded our personnel first-rate instruction, and our employees are happy to have had these opportunities. The ability to obtain training of this nature, in accordance with ICAO standards, is important to our ability to support our customers.

Your efforts to attend to every detail of these classes made this very easy for all concerned. Your ability to deal with all of the logistical support issues, visa assistance, providing lodging and subsistence, and coordinating transportation details made the time fly by with minimal concern for our personnel. It was comforting to know they were in good hands.

Should we have additional requirements of a similar nature I would not hesitate to contact you immediately. Please address any questions or concerns to the undersigned, (859) 293-3889.

Sincerely,

Ralph C. Haddock

Digitally signed by Ralph C. Haddock  
DN: cn=Ralph C. Haddock,  
ou=Customer Care Operations,  
o=L3 Communications, email=  
RCHaddock@l3.com, c=US  
Reason: I am approving the  
document

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Ralph C. Haddock  
Program Manager  
L-3 Communications, Joint Operations Group