

U.S. Bankruptcy Court  
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To the Honorable Judge Kevin Gross

824 North Market Street  
6th Floor  
Wilmington, DE 19801  
302-252-2913

Judge \_\_\_\_\_

June 6, 2009

Your Honor:

I decided to take the time to write you although I know this may not be an acceptable means for getting information to the court. I don't have an individual concern but only a request regarding asking for further scrutiny in the R.H. Donnelley case if that is within the court's power.

As a veteran of the Dex Media side of the company originally headquartered in Denver, CO, I can speak for all of us that we were excited when the RHD merger occurred. They brought amazing sales expertise and we were operating as a well-oiled machine with incredible innovation.

What ensued in the last several years is heartbreaking. New management decided to headquarter all Information Technology in N. Carolina with no regard for business knowledge, skills set availability. We watched woefully as nearly 1000 years of specific experience in technology in our business exited our business in 2007/2008. Many other departments also saw centralization to the East coast. But the technology hit was the hardest. Most systems that serve our internal and external customers are now in a state of disarray. This is somewhat covered up by the Information Technology team's efforts to vendor most functions (some to off-shore), and fund complete conversions that mask the fact that they have very few real developers on staff that can do actual work. Another contributor is that they are structured as an organization and follow a consultant's recommendation for process and money control. This technical change management process provides only the result of taking 20+ weeks to accomplish what used to be finished in a day of actual work.

Additionally, there is not an accurate sales performance report that crosses print and digital to be found in the entire organization. Workarounds abound, and the numbers never match. This is a high point of contention for our bargained-for sales units on the West and it's unfathomable to us all that this truth has not come out before.

Yes, the economy is a problem that is a contributor. But, the effect of the above has also caused our long-loyal customers to defect in droves after having to call multiple departments, many off-shore, spend 100s of hours re-explaining their advertising problem created by systems issues. These business owners are all way too busy fighting for their lives on their own fronts daily.

So, as I watch my country seemingly on the same path in all aspects of economics, and government, I felt compelled to reach out to you to hope for some sort of life-rope. We are watching with some concern that the approvals to use our cash flow are to continue to operate in Business As Usual mode. Perhaps your court can require extensive scrutiny into the management of some of the above functional areas. I realize this may be a board of director's function – so maybe I'm speaking to the wrong set of ears.

Thank you so much for listening. My motivation is truly fueled by the fact that the company, employees, products and services we provide really do help small businesses. I love my work and my company. We can become a great company again. But we need more change than just with the debt structure.

With sincerest respect, I dare not sign my name due to the certain retaliation that would occur.