



April 8, 2004

Dear Glenn Robinson

Congratulations! You have successfully completed CCNA 3 Switching Basics and Intermediate Routing of the Cisco Networking Academy Program.

During the course, you have developed a solid foundation in the basics of networking, demonstrating knowledge of important concepts and skills, including the OSI model, Ethernet networks running TCP/IP, IP addressing, and structured cabling skills.

Information technology skills are in high demand given the explosive growth of the Internet as a practical business tool. Technological literacy is more important today than ever before, and Cisco is proud to provide you with the knowledge and skills to design, build, and maintain computer networks.

Wishing you continued success in CCNA 4!

Sincerely,

A handwritten signature in black ink that reads "John Chambers". The signature is written in a cursive, flowing style.

John Chambers
President and CEO
Cisco Systems, Inc.