

November 14, 2002

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554



**Re: IB Docket No. 02-286**

Dear Ms. Dortch,

I am writing on behalf of Consolidated Graphics, a customer of Global Crossing. Consolidated Graphics relies on Global Crossing for private network Frame-Relay, high speed Internet and long distance voice services. As an extensive user of sophisticated telecommunications services, we have been watching the meltdown in the telecommunications sector with great interest and concern since a reliable telecommunications system is critical to our business. Throughout this period we have been very impressed with Global Crossing's ability to manage through the chaos and consistently deliver quality service and support. In addition, as a more general matter, we view the continued existence of competitors such as Global Crossing to be critical in assuring that innovative, high quality services are available to companies like ours who increasingly depend upon an advanced telecommunications network.

Since October 2001, Global Crossing has kept us informed about its restructuring efforts and has put into effect a plan that we believe will allow it to thrive and prosper upon emergence from bankruptcy, thereby assuring that we will continue to receive reliable, uninterrupted service and that it will remain an important competitive vendor in the telecommunications industry. We believe the proposed investment by each of Singapore Technologies Telemedia Pte Ltd. ("STT") and Hutchison Telecommunications Limited ("HTL") is critical to this restructuring effort and represents a powerful endorsement of Global Crossing's vision and strategy.

We understand that the proposed investments by STT and HTL require approvals by the Federal Communications Commission. We urge prompt approval of the proposed investments so that Global Crossing can complete its restructuring plans and continue to provide services that are vital to our success as well.

Sincerely,

**Mitchell W. Ray**  
Manager - IT  
Consolidated Graphics

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cc: Honorable Michael C. Powell, Chairman

Consolidated Graphics, Inc.  
5858 Westheimer, Suite 200  
Houston, Texas 77057  
(713) 787-0977