

FREQUENTLY ASKED QUESTIONS
Book-Entry Share Ownership Through a Direct Registration System
April 2008

Gartner currently participates in the Direct Registration System, or DRS. DRS eliminates the need for paper share certificates, and facilitates transactions in securities. All Gartner shareholders who hold paper certificates are eligible to participate. This FAQ will explain DRS, and what shareholders need to do to participate.

1. What is Direct Registration?

Direct Registration is a method of recording shares of stock in book-entry form. Instead of being represented by a physical paper share certificate, your Gartner shares are held in your name and recorded electronically on our records, which are maintained at our transfer agent, American Stock Transfer & Trust Company (AST). Shares held in book-entry form have all the traditional rights and privileges of shares held in certificate form, while eliminating the risk of loss, damage and theft.

2. What are the benefits of book-entry?

Book-entry through Direct Registration System (DRS) is becoming the standard in share ownership because it:

- Eliminates the risks and costs associated with storing certificates and replacing lost or stolen certificates.
- Permits electronic share transactions between your broker or dealer and AST.

3. How do I participate in DRS?

If you currently hold certificates, they are still valid and you do not need to take any action. If you would like, you can direct that existing physical certificates be converted to book-entry shares at any time by sending your physical share certificates along with a **letter of instruction**, addressed to AST at the address listed below, that (i) lists all share certificates enclosed by certificate number and number of shares, and (ii) requests that the shares be converted to book-entry shares. No endorsements on the certificates are required. The method of delivery of certificates is at your election and risk. If delivered by mail, we recommend registered, insured mail. A DRS Transaction Advice Form will be mailed to you within 72 hours of receipt of your request.

4. What if I can't find my certificate?

If you can't locate your shares, contact AST's Shareholder Services at 1-800-937-5449 for assistance. They will mail an Affidavit of Loss to replace those stock certificates(s) to the address of record that is on your account.

5. Can I get a stock certificate for my book-entry shares?

You can request a physical share certificate representing all or a portion of your Gartner full book-entry shares at any time. To request a certificate for your book-entry shares, you may call AST, visit their website, or prepare a written instruction and mail it to AST at the address below. A physical certificate for your full shares will be mailed to you within approximately two business days of the receipt of your request.

6. How do I transfer my book-entry shares to my brokerage account?

If you wish to transfer your book-entry shares to your brokerage account, the following options are available to you:

- If your broker is a participant in the DRS Profile system, your broker may request your shares from AST utilizing the automated Profile system (AST's DTC Participant Number is 7805). You must provide your broker with Gartner's CUSIP number (366651 10 7), your shareholder account number, your taxpayer identification number and the name in which the shares are registered. You must also provide your broker with the number of share that you wish to transfer. Please be advised that your broker may request that you send him/her a copy of the statement of your book-entry shares with AST.
- If your broker is not a participant in the DRS Profile system, please write to AST at the address listed below, instructing AST to credit your brokerage account. You must include your AST account number, the name of your brokerage institution, your brokerage account number and the number of shares that you wish to transfer. Your letter of instruction must be signed by all owners listed in the account registration and the signatures must be guaranteed by a bank, broker or other financial institution that is a member of a Securities Transfer Association-approved medallion program such as STAMP, SEMP or MSP. It would speed processing if you include a copy of the statement of your book-entry shares with AST. Please coordinate with your broker to ensure that they will accept share delivery via the Direct Registration system.

7. How can I sell my Direct Registration shares?

You can transfer your book-entry shares to your brokerage account via the options detailed above and instruct your broker or dealer to sell the shares for you.

8. How do I contact American Stock Transfer & Trust Company Shareholder Services?

If you wish to transfer your book-entry shares to your brokerage account, sell shares, request a physical share certificate or for general information, you may reach AST:

- By Telephone:
1-800-937-5449 (toll free). Shareholders outside of the U.S. and Canada can call 1-718-921-8124
- By Internet:
www.amstock.com
- By Mail:
American Stock Transfer & Trust Company
59 Maiden Lane
New York, NY 10038
Attn: Shareholder Services