



September 19, 2005

To Whom It May Concern:

Subject: CRC Review

In early 2005 Bank of Fayetteville contracted with Communication Research Consultants (CRC) to review our communications and data networks to find instances of phone company over-billing and make recommendations for cost savings. The key feature of the contract was that Bank of Fayetteville had final approval over all recommendations and could accept or decline those recommendations without penalty. CRC would be paid out of any cost savings they identified and were accepted by Bank of Fayetteville.

CRC performed exactly as promised. They reviewed all our communications billings, found some areas where Bank of Fayetteville was being over-billed or had unused circuits, and took steps to correct the over-billing or cancel circuits directly with the phone companies. They also identified some circuit outages that we didn't know about and were subsequently able to have repaired. Even though the overall project took several months – primarily because of my schedule – in the end I rate it a success. CRC saved me time and aggravation having to deal with the phone companies.

This is not to say that I didn't have to do some work. We had several intermediate project meetings, which identified tasks and questions that I needed to answer concerning location and purpose of certain circuits. But these telephonic meetings served to keep the project focused and moving forward. The professional and proficient manner in which the CRC analysts proceeded was refreshing.

I would recommend CRC to any IT Manager that has to oversee a divergent telephone and data network, and could use some help decoding their telephone bills.

A handwritten signature in black ink, appearing to read "Les Barnes", written in a cursive style.

Les Barnes  
VP, IT Manager  
Bank of Fayetteville  
1 South Block Ave  
Fayetteville, AR 72701  
Voice: 479-444-4444