



## Merchants and Planters Bank

March 8, 2006

Mr. Robert Weinger  
President  
Communication Research Consultants  
1170 Route 17M  
Chester, NY 10918

Dear Mr. Weinger,

Please accept my sincere thanks for a great telecom network assessment project, and some solid results that are having a tremendous impact on our overall network spend.

This project has exceeded our expectations, and I am very happy with the fact that our project with CRC presented very little interruption to my staff's already busy day-to-day schedule. I have to also compliment the fact that there were no high-pressure sales tactics used, superb courtesy, professionalism and attention to detail, and everything was completed in a timely and efficient manner. Throughout the entire project, there was no question that CRC had the best interest of our bank in mind at all times.

The ongoing challenge for our bank to monitor all of our voice and data network vendors/invoices has been extremely difficult. Your firm has provided a valuable resource for us to uncover hidden charges, billing errors, and many other findings that would be impossible for us to have found.

It has been a pleasure working with our Don Campbell and Courtney San Filippo on this project, and we would welcome the opportunity to provide your firm a professional reference for the great job that was done.

Best Wishes,

Pat Davis  
SVP Operations