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October 18, 2005

Communication Research Consultants, Inc
Robert Weinger-President
1170 Route 17M, Suite 3
Chester, NY 10918

Mr. Weinger,

I wanted to take a moment to thank you and your team for what has been a fantastic telecom and data bill analysis project that has clearly exceeded my expectations.

My overall experience with CRC has been exceptional, and I can honestly say that your team has gone well out of their way to be as helpful as possible at all times. Not only has your team had tremendous success in resolving numerous billing errors, but they have also helped me renegotiate telecom contracts at a very high level. I have to say that along the way CRC has transferred an incredible amount of knowledge and expertise to me personally, and they have made a great impact on my own skill level as an IT/Telecom Professional.

The CRC relationship is already paying significant dividends to date, and we are only 75% of the way complete with this project. I would rate CRC's technical knowledge with the very best in the industry, and you have provided us an invaluable resource in managing what is a very difficult task with our vendors. The CRC Team has demonstrated the utmost level of professionalism, and has handled some very technical tasks with great care and efficiency. If only the TELCO vendors that we work with could be as flexible and responsive!

I would be happy to provide a business reference to any prospective clients that are considering a relationship with CRC. Your firm has done a masterful job in differentiating yourselves from the typical "Bill Auditor/Consultant". The unique CRC Map and in-depth efficiencies have made all of the difference in managing our complex network. The before and after maps have provided a tremendous tool to monitor and track our project development, and has provided a fantastic tool to present the future.

It has been a great pleasure working with CRC, and please do not hesitate to use me as a business reference.

Sincerely

A handwritten signature in dark ink, appearing to read "Chris Bohlin", is written over a faint, illegible background.

Chris Bohlin
Telecom Manager
Plaza Associates

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INTERNATIONAL CONSUMER CREDIT ASSOCIATION
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