



Thursday, February 08, 2007

Mr. Robert Weinger
President
Communication Research Consultants

I wanted to thank you and the CRC team assigned to Yankee Candle for an efficient and productive network analysis project, and I look forward to continuing our relationship. This first project produced results that were clearly more than I expected, as I took steps to minimize our extra lines and services before it commenced.

Aside from finding and shutting off unused or under-utilized services, the real value CRC brought to the table was that of a trusted agent. They knowledgeably compared any given service costs with what they knew were the "street" prices paid by other clients and consequently negotiated rates for Yankee Candle from a stronger position than we could have done for ourselves.

The CRC team managed a fast-paced and very efficient project. They came to every meeting and conference call fully prepared and finished with their previous tasking. Both Sales and Project Management delivered on their promises.

Overall, CRC's Voice and Data knowledge was excellent, and we will continue to use CRC as a resource with future projects.

Please send my sincere thanks to your team of professionals, and let me know if I can ever be of assistance in providing a professional recommendation to prospective clients for CRC.

Sincerely,

Mark Droy

Mark Droy
Manager of Infrastructure Technology
The Yankee Candle Company, Inc.

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Company, Inc.

P.O. Box 110
South Deerfield
MA 01373-0110

Corporate
413-665-8306
fax 413-665-4815

Wholesale
800-792-6180
fax 1-800-872-7905

Retail
413-665-8306
fax 413-665-8911

Catalog Sales
1-800-243-1776
fax 1-413-665-8321

www.yankeecandle.com