



Albany Molecular Research, Inc.[®]

July 5, 2006

Courtney San Filippo
Communication Research Consultants
Executive / Operations Offices
1170 Route 17M, Suite 3
Chester, NY 10918

Dear Mrs. San Filippo:

I wanted to thank you and the CRC organization for a great network analysis project to date and I look forward to continued great results. Your work has clearly benefited our organization and your attention to detail and results are greatly appreciated.

It has been a pleasure working with you and Jeff Driscoll, as both of you have been extremely professional and responsive. We appreciate your ability to deal with our very hectic schedules. I have been extremely pleased that CRC has been able to find \$26,000 of annual savings created through efficiencies in our network, and was happy to hear about refunds in excess of \$9,000, as well.

Some very important things that your firm provided us are the following:

- Expert ability to negotiate with our current vendors for the best possible pricing for our voice and data services.
- Removal of unused data services that should have been removed by our vendor account teams.
- Assistance in identifying services within our vendor customer service records and billing that we were not even aware of and, in some cases, billing inconsistently.
- Extensive knowledge of all billing platforms and vendors.

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

Keep up the great work!

Sincerely,

Scott A. Durivage
IT Systems Manager
Albany Molecular Research, Inc.