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THIS WEEK

December 3rd 2002

Communication Research Consultants, Inc.
President, Robert Weinger
2145 Ocean Ave.
Ronkonkoma, NY 11779

Dear Robert,

I wanted to take this opportunity to compliment CRC and thank you & your staff for uncovering over \$40,000 in annual savings for DSA Community Publishing. More importantly however, I would like to note that your organization identified these significant savings even after following another Telecom consulting firm who some how came up short in their efforts to assist us in lowering our expenses.

You were also able to help us increase efficiency in our sales division by correcting certain problems in our PBX routing that we had been completely unaware of. Why the others were unable to uncover these benefits and savings is a mystery to me, but if I had to guess, I would say that it is likely a function of your unique and one of a kind, proprietary analysis method.

Your level of professionalism appears to permeate throughout the entire CRC organization and because of that I would be more than happy to recommend your services to my friends and associates.

Thanks again,

Ken Scott
VP Operations & Technology
DSA Community Publishing