



James Cress Florists, Ltd.

"The unusual rather than the
usual in floral arrangements"

115 E. MAIN STREET
SMITHTOWN, N. Y. 11787
(516) 724-0333

February 7, 2002

Robert Weinger and the CRC Team
Communication Research Consultants
2145 Ocean Ave
Ronkonkoma, NY 11779

Dear Robert and the CRC team:

Recently a friend of the family convinced us to change our current local and long distance service to a company he represented. At that time we were not aware of the cancellation liabilities associated with early termination of our existing provider agreement, subjecting us to substantial penalty.

Fortunately for us, three days before the new service went into affect, we were introduced to Communications Research Consultants.

Aside from canceling our new and potentially costly service commitment, CRC was able to evaluate our existing telecommunications providers' level of services. The results of CRC's efforts, our annual telecommunications were reduced 25% with savings well over \$15,000. Additionally, we received refunds and credits for over \$3,000.

We would like to thank the CRC Team for all of its remarkable efforts.

Sincerely,

Lydia Cress