

December 1st, 1999

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

Dear Robert,

I wanted to take this opportunity to express my deepest thanks and appreciation for the thorough work your team has done and the extraordinary savings that resulted from it for Reuters at the Stamford, Connecticut office.

It is a real pleasure to work with such an honest and ethical company, especially in an environment and an industry where those attributes are not always evident or typical.

I'm happy to say that through your efforts, my organization has recovered a significant refund of \$43,268 and more importantly we've realized a substantial ongoing telecom savings of well over \$243,000 per year.

After experiencing your professional customer service I would not hesitate to seek out your expertise in the future and act as a reference for your team whenever needed.

Sincerely,



Troy Van Marter
Manager, Desktop & Telecommunications
Reuters Information Inc.