

November 16, 2006

Mr. Robert Weinger
President
Communication Research Consultants

I wanted to thank you and the entire CRC organization for a great network analysis project to date, and look forward to continued great results that have clearly exceeded my initial expectations. It has been a pleasure working with Courtney Sanfilippo and Jeff Driscoll, as they have been nothing less than extremely professional and responsive.

CRC helped our company organize all of our telecommunications bills and deciphered what service went where with a detailed and easy to understand map. Their recommendations were on target. While they found significant savings that we likely would not have found ourselves, they did it with minimal disruption to existing service.

- I found their expertise and ability to work through the “red tape” to be excellent.
- CRC managed our complicated billing needs in stages so that we could see immediate savings where it counted the most.
- The project was professionally handled and weekly updates were provided and explained line by line.
- CRC exhibited an expert ability to negotiate with our current vendors for the best possible pricing for our voice and data services

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,



Eric Kammerzelt
IT Director
Cygnus Business Media