

# Newsday

A TRIBUNE PUBLISHING COMPANY

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**William Dungee**  
Support Services Manager

October 14, 2003

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


Dear Robert,

Although I was hesitant at first to engage CRC, I've now come to realize that your service is truly beneficial and valuable to an organization like Newsday.

Aside from helping our subsidiary, DSA, to reduce its yearly spending by more than \$75,000 you've also done a tremendous job so far for Newsday by recovering \$71,000 in refunds along with identifying more than \$30,000 in annual savings for just one of our many locations.

I cannot thank you enough for the work you've performed to date and I look forward to seeing the results of your work at our other locations. I would be more than happy to recommend your company and service to my friends and associates.

Thank you,

  
Bill Dungee  
Support Services Manager  
Newsday Inc.