



March 9, 2009

To Whom It May Concern:

The Canadian Academy of Recording Arts & Sciences (CARAS) is pleased to provide the following letter of recommendation in support for the work of Yangaroo, and their Digital Media Distribution System (DMDS).

CARAS has just completed, with commendable satisfaction, one year of a three year partnership with Yangaroo. The role of DMDS was to assist with the electronic distribution of full audio files to judges and members during two distinct rounds of voting. With this online platform and DMDS' ability to deliver broadcast quality music tracks, judges had the ability to securely download the music to their portable music devices or burn the tracks to CDs. The system was flexible enough so that members were allowed access to listen to streamed submitted work without downloading.

The services of DMDS resulted in cost saving for a not-for-profit organization such as CARAS. By using this service CARAS eliminated the need for a third party supplier to collect, manage and distribute in the range of 15,000 physical CDs. With the reduced storage facility required, CARAS was able to bring the fulfillment process in-house. CARAS has also taken the 'green' initiative by eliminated the need to ship CDs to over 300 judges and therefore reducing both the waste from packaging materials as well as reducing the carbon-footprint by eliminating the need to ship materials across the country. In turn, not only is CARAS being friendly to our environment, thanks to DMDS, CARAS is also saving valuable human resource time.

The Customer Support team is also deserving of praise. Being our first year not only did they support us entirely through the process, they support the legions of members and judges without fail. All calls into the support team ending with some type of resolution. They were responsive, efficient, courteous, helpful and dedicated. To date I haven't experienced a support service comparable to that found with this team of dedicated professionals.

Yangaroo is an excellent partner in that they have taken the time to get to know us as an organization, customized our account to service our needs and they work to ensure that our expectations are met. We look forward to growing with DMDS.

We are available to answer any specific questions or divulge further into details at your request.

Sincerely,

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cc. Melanie Berry, President, CARAS/The JUNO Awards & MusiCounts