



June 15, 2007

Dear Verari Customer,

I am writing to inform you of recent improvements in our Service Delivery model, and how they impact Technical Support & Warranty fulfillment procedures.

We have recently relocated our Technical Support & Depot Repair Facility to an improved location which allows for increased staffing, and is outfitted with improved Lab Systems, improved Testing equipment, and increased Depot Repair capacity. As a result of this relocation, all depot repairs and parts returns should be sent to the following address:

**Verari Systems Support
ATTN: Customer Returns
1880 Beaver Ridge Circle
Norcross, GA 30071**

We have also upgraded our Call Tracking System, which includes our Online Case Management portal, otherwise known as RCA. Now available to you via the Web are new reporting and tracking tools. This change requires that you contact Technical Support and request a new login id and an overview of how to create, review, and modify service requests. Additionally, a complete overview can be scheduled which would cover all of the capabilities available to you through our new support portal, including automated report delivery via email, custom reports, and parts tracking. Technical Support can be reached as follows:

Telephone: (888) 7-VERARI
International: (678) 597-3592
E-mail: support@verari.com

Additionally, we have revised our Warranty Offerings. Details can be found on our support website. Also on our website are updated Warranty Procedures which reflect the changes mentioned above. Our website address has not changed, and follows:

Internet: <http://support.verari.com>

If you are inconvenienced in any way as a result of these changes and need immediate management attention, please contact our Critical Response Manager, Len Svitenko, or myself. Len can be reached as follows:

E-mail: len.svitenko@verari.com
Telephone: (858) 413 5111

We appreciate your patience as we work through these changes to provide you with improved service delivery. Please do not hesitate to escalate any inconveniences to Len or myself.

Best Regards,

A handwritten signature in black ink, appearing to read "Doug O'Shaughnessy", written over a horizontal line.

Doug O'Shaughnessy
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