

ULTRA BUSINESS SALES DIVISION *news*



February 11, 2002

Dear Dealer:

Due to the consolidation of the Shelton, CT and Kent, WA warehousing functions to the NEC America Dallas Distribution Center in DFW Airport, TX the following repair changes are being implemented.

Effective March 1, 2002 all returns of defective product for repair or credit must be shipped to the following address:

**NEC America, Inc. Repair Center
458 Danbury Road
New Milford, CT 06776**

In conjunction with the above change, effective March 1, 2002, all repairs will ship from the Dallas location via Federal Express Ground unless otherwise specified. An additional benefit to the abovementioned change is that all items sent in to be repaired will be swapped from existing repaired inventory whenever possible thus expediting the turnaround of repairs. With this in mind, please make sure all programming on certain products such as CPU's, Voice Mail systems, etc. has been saved prior to its return.

We will continue to offer a twelve (12) month warranty on all repaired products.

Every effort is being made to implement these operational changes smoothly and effectively. These changes are designed to improve customer service by reducing the cost and time associated with the shipment of our products. Please contact UBSD Sales Support at 800-365-1968 if you have any questions.

Thank you for your continued support of NEC America UBSD products!

Sincerely,

A handwritten signature in black ink, appearing to read 'Albert F. Kelley', located below the 'Sincerely,' text.

Albert F. Kelley
General Manager
Ultra Business Sales Division

Empowered by Innovation

NEC