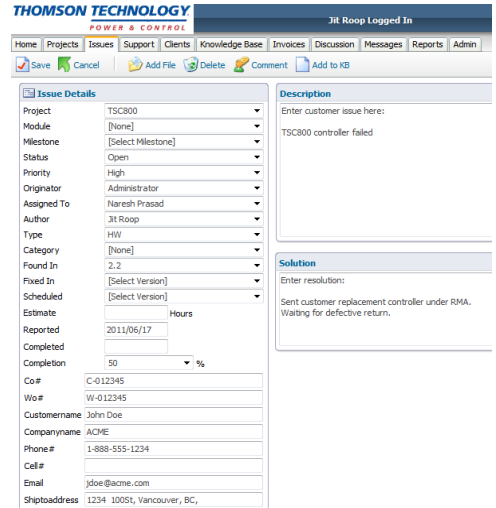
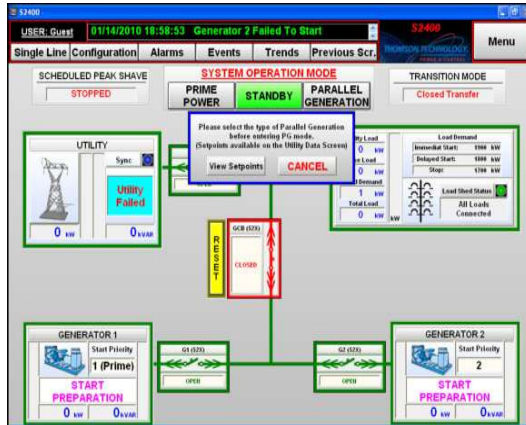
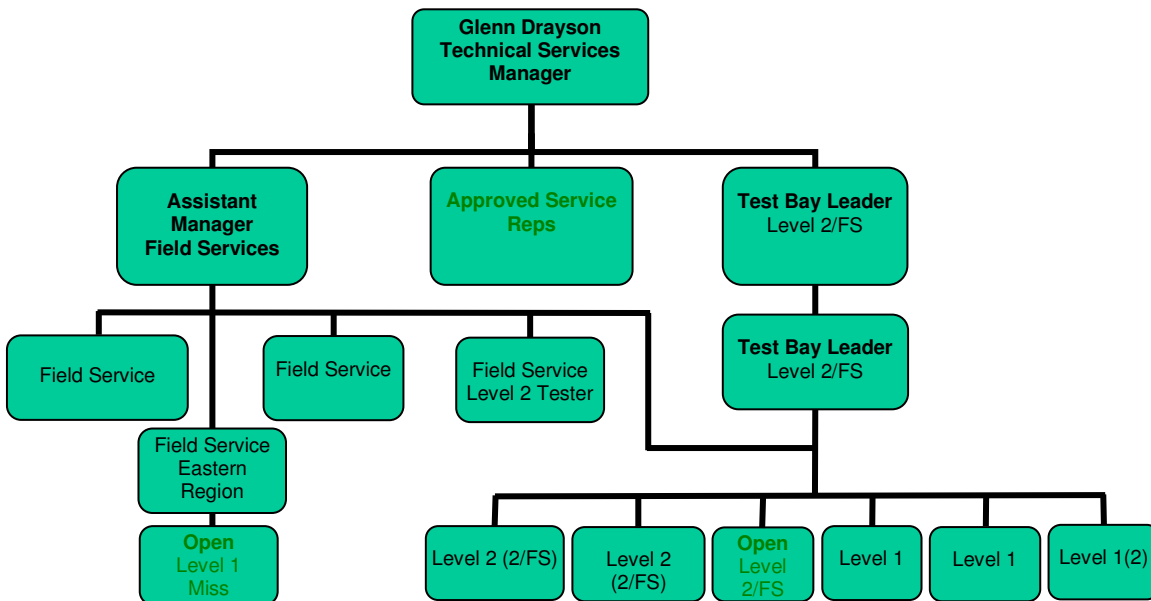




Subject: Technical Services Update
Date: June 29, 2011



In response to the growing demand for Thomson Technology products we have restructured our service department to better respond to customer needs. Our **Technical Services Team** has been expanded and reorganized under **Glenn Drayson, Technical Services Manager**.





We will be introducing several new service support functions in response to customer requests for better technical support with the following effective dates:

June 27, 2011 Dedicated service desk for in coming calls. Service calls received during regular business hours will be forwarded to the Service Desk. Customers will speak directly to a member of the Technical Services team. The Technical Service Team is committed to:

- ✓ Responding to a customer service call within 15 minutes.
- ✓ Providing immediate technical support for all critical/emergency issues.
- ✓ Providing 24 hour response to non critical/emergency issues.

July 5, 2011 Launch Technical Engineer Customer Support (TECS) Application. All product/project Service, Warranty and RMA issues will be logged in our new data base. Through TECS, technicians and/or engineers will be assigned to assist you and all information will be shared within the technical services team.

August 2011, 7/24 Direct Dial Service. After hours emergency service calls will be connected directly to a service technician for immediate technical support.

August 2011, “Virtual Tech”. Systems with remote communication will have the option to purchase **Virtual Tech** software which enables secure, direct connection to your system and allows Thomson Technology technical services to provide on line support 7/24.

Look for future Technical Services Team updates.

Glenn Drayson
Manager, Technical Services
Thomson Technology