



Computer World Sales & Service

March 1, 2005

Dear Valued Customer.

Computer World would like to thank you for your business and continued support. It is with the support of customers like you that has made our company grow.

Due to the growth we have experienced, we are implementing a new policy on Phone Support. Effective March 1, 2005 we will be charging \$35.00 for each phone consultation incident.

When the new policy takes effect you can choose either to be invoiced per incident, or you can decide to purchase "Incident Blocks." These incident blocks will allow customers who realize that they will have the need for Phone Support on a continual basis. Incident Blocks can be purchased in blocks of 10. When purchasing a block of 10, you will receive a reduced rate. The charge for each Incident Block will be \$300.00, a savings of \$50.00.

If your support need is not immediate, you may visit www.computerworldss.com/support.htm to receive support at no charge.

Thank you, again, for your business and we look forward to serving you.

Sincerely,
Computer World Sales & Service

Visit our on-line store at <http://www.computerworldss.com>