

Alteer Office® Customer Support Advisory July 29, 2010

TEMPORARY SUPPORT PHONE NUMBER ON FRIDAY NIGHT, JULY 30TH

As we've been telling you over the past few weeks, we are in the process of migrating to an enhanced phone and fax communication system that will allow us to better serve you. We have implemented the system in a phased approach and now are approaching the final phase. In order to complete the final step, the phone and fax system will be non-operational for about four hours—between 5:00 P.M. and 9:00 P.M., Pacific Time—this Friday, July 30, 2010.

IF YOU HAVE AN EMERGENCY WHEREBY YOU MUST REACH ALTEER OFFICE TECHNICAL SUPPORT DURING THIS TIME PERIOD, PLEASE CALL THIS TEMPORARY PHONE NUMBER: 949-760-7744.

This temporary number is for after-hours Support emergencies only; calls will be handled following the normal procedure. That is, on weekends and weekdays between 5:00 PM and 6:00 AM, the answering service will page an on-call Support team member for you. Please remember that after-hours Support is available only for valid emergencies, which are: 1) you cannot access Alteer Office (and you have verified that your Internet connection is valid), or 2) your Alteer Office faxing service is not working.

For non-urgent Support matters and calls not related to Support during this time period, please call back after the phone system is restored or during normal business hours.

The communication system will be restored and fully operational after 9:00 P.M. on July 30th, after which time all of our normal phone and fax numbers will be restored and the temporary Support number will be disabled.

During the downtime, you may also send us an e-mail:

- General Inquiries E-mail: InfoIrvine@VHWus.com
- Support E-mail: AOSupport@VHWus.com