



February 7, 2007

Dear <Customer Name>

Election Systems & Software (ES&S) is proud to provide assistance with your jurisdiction's election needs, and take this responsibility very seriously. We strive to provide the best possible solutions and service to every customer.

During our most recent Customer Satisfaction Survey, we received some very specific input regarding the way in which ES&S responds to customer inquiries. Specifically, we were asked to consider options that would increase the effectiveness and timeliness of our inquiry response. In response, we are happy to announce a new methodology for communicating with ES&S – a process that will allow customers to contact ES&S resources more directly and that will allow us to more quickly address your needs. Effective February 7th, 2007, we will be implementing a new automated interface to help us better manage your telephone calls and emails. With this additional feature, our goal is to return and/or resolve every customer communication with 24 hours of receipt.

To date, you have been using your Customer Service Representative (CSR) as the first point of contact within ES&S. I can assure you they have worked very hard on your behalf, however the need for specific information or technical assistance, caused your calls to be re-routed, and in too many cases, delayed. Our new auto attendant system will allow you to make selections that put you in touch with the department that can respond most efficiently to your inquiry.

We have designed our new system to be as easy for you as possible. In most cases, a customer will make one selection from a main menu to be directed to the most appropriate area within the ES&S organization. The main menu allows a customer to choose Technical Support, Account Services, Print Services, Order Entry, Return Materials Authorization (RMA), Election Services (Programming (Coding), and Product Solutions. Then, our trained professionals in any of these functions will be prepared to handle and respond to your needs. ES&S will also offer the ability to email directly to those same departments, and receive the same response times.

Even with this new system, we want to assure you that any customer will still have the ability to contact an Account Manager, Regional Account Manager or Sales Representative directly.

I am enclosing a graphic representation of our new automated interface to assist you as we transition to this new methodology. As you have in the past, you will dial our toll free customer support line "877 ESS Vote" (877 377-8683) to be placed into the



Election Systems
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system, make the necessary inputs, and route your inquiry to the appropriate ES&S professional for assistance.

Again, we are implementing this change with the sole purpose of improving the level of service we provide. We value your input and are very committed to offering the very best products and support in the industry.

We want this transition to be as seamless as possible. As always, please feel free to contact me or your Account Services or Sales Representative if you have any questions or concerns.

Thank you.

Gary G. Crump
ES&S Chief Operating Officer