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Date

ARC Incorporated

123 Street

Suite 1203

Los Angeles, CA 91202

Dear Mary,

We thank you for your recent decision to entrust Gruber Power Services to the servicing of   
your 80kVA Powerware UPS.

To help ensure you get the prompt and professional service you deserve, we have developed   
a welcome package with useful information and contact numbers for you to refer to during the   
term of your agreement with us.

**As a Full Service Maintenance customer, you will be entitled to:**

- Up to 7 x 24 Expedited Service – (Determined by service program selected)

-          Periodic Preventive Maintenance scheduled automatically for your equipment

-          Access to our factory service trained Field Engineers

-          Access to our secure Online Service Reports History (OSRH) weblink

-          Expert technical support

-          Parts discounts and purchasing of batteries by an authorized factory-direct distributor

**Included in this package is:**

- Contact names and phone numbers of Gruber Power Services service specialists

-          Service Call Procedures

-          Service sticker(s) – (Please affix in a visible location on your equipment)

The Gruber Power Services team welcomes you and we look forward to serving you and your   
power reliability needs.

Elizabeth Johnson

Senior Account Manager

Gruber Power Services