
All Centrus Products General Announcement

June 2004

To: *All Centrus Customers*

Ref: *AAA000P2604*

<p align="center">THIS DOCUMENT CONTAINS TECHNICAL INFORMATION! If necessary, forward this letter to the appropriate technical person in your organization.</p>

Dear Centrus Product User:

When Group 1 acquired the Centrus technology, Bob Bowen announced his commitment to the Centrus business and promised to dedicate additional resources to it. Effective immediately, we are significantly expanding our technical support offerings by taking advantage of Group1's world-class Technical Services organization. We would like to take this opportunity to let you know about some exciting new features available to you.

Group 1 Technical Services is ready to assist you. There is a PowerPoint presentation available on the Internet, <http://www.g1.com/docs/PPTCENTRUSCUSTOMERS.PPT>, to provide you with additional information concerning our department. Technical Services includes the following departments, all of which are detailed in the **Service Source** included with your shipment:

- Customer Support
- Group 1 University - includes Education and Documentation
- Customer Communications
- Product Distribution Services (formerly "Fulfillment")

For Customer Support, you simply call **1-800-367-6950**. The hours for your support coverage are **8:30 a.m. through 8:00 p.m. (ET)** for Level 1 support. Group 1 Customer Support representatives are available to assist you. With the change in Support, you also have access to Group 1's eService. The PowerPoint presentation mentioned above will provide information to guide you through submitting your first Service Request (SR). Service Requests replace "incidents" in Centrus terminology. The Customer Support representative assisting you will provide you with your SR number before ending the call should you need it for future reference.

To access the Group 1 Web site, <http://www.g1.com>, for technical information or to submit an SR, you will need your User ID and password. You can obtain your User ID and password by going to the Group 1 Web site, click Customer Services, ESD Technical Support, "Need your User ID or password?" and provide the information requested. Your User ID and password will be emailed to you.

Group 1 distributes information regarding products (releases, product updates, documentation, etc.) to the Primary User Contact directly. To assist in keeping other associates in your company current on information, we offer List Services. Our List Services is a self-subscribing notification system that emails subscribers that information was distributed to the Primary User Contacts and provides the name and description of the document sent. Utilizing this information, you can access the letter via the Internet. Please visit the Web site, Customer Services, List Services, to subscribe to the Centrus/Geo List Services list.

All current Centrus documentation is posted to the Web site for your online use or to download. This information is available through Customer Services, login to ESD Technical Services, Products, Documentation. From this screen, you can access all documentation - the content of each group is defined here also.

We are looking forward to working with you. Remember that your Centrus contacts are also still available to assist you. Group 1 will continue to provide the excellent service and standards that you have received in the past.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Walden".

Steve Walden
Vice President and General Manager
Centrus Division