



Dear Valued Customers and Business Partners:

I am happy to announce that we have successfully implemented a new secure internet protocol (IP) based telephone system. This system provides us with redundant back up capability that will ensure our ongoing business continuity. The system is now active, and a new general telephone number is available for your use:

(801)-290-7500.

We invite you to begin using this number at your convenience. In addition to this general number, we are now providing direct inward dial numbers for many of our specialty departments (accounting, customer service, etc). I hope that this change makes it even easier for you access the service and expertise that you have come to expect from Nelson Laboratories. You may access a directory of these numbers at the following location:

www.nelsonlabs.com/contacts.jsp

Our existing telephone number (801) 963-2600 and (801)-963-5299 + ext will remain active during this transition phase but will eventually be discontinued (with additional prior notice). Our toll free number, **(800)-826-2088**, is not affected by this change and will continue to function into the future.

If you have any questions regarding our new telephone system or need assistance with phone numbers, please feel free to contact our client services department. Thank you for your patience with this transition, we look forward to serving you well into the future!

Sincerely,

Jeffery R. Nelson
President/CEO
Nelson Laboratories, Inc.