



27th September 1993

Acorn Computers Limited
Acorn House
Vision Park, Histon
Cambridge CB4 4AE
England
Telephone 0223 254254
Fax No 0223 254262

Dear Colleague,

We are pleased to inform you of Acorn's New Dealer Support Hotline service.

The new hotline service will provide pre- and post-sales technical support enabling you to complete sales more quickly and smoothly and to provide a superior after-sales support service with the backup of Acorn's Technical Support Team.

When you first ring the hotline number you will be greeted by a voice messaging system welcoming you to the hotline and routing your call to one of the support desks if lines are available. If the hotline is busy you will have the option to leave a message which will be dealt with at the first available opportunity. Your dealer authorisation number will be requested from you at the start of the technical call; a call log number will be given at the end of the call to assist in tracking previous enquiries.

The Dealer Hotline number is: 0223 254241

The hotline is open Monday to Thursday 9am - 5pm and Fridays 9am - 4pm.

It is essential that the hotline number is kept strictly confidential within your dealership and used by your own staff only, not by your Customers. If the number is divulged and becomes widely known then the service we are able to provide to our dealers will be compromised.

We hope you will find this new service of use and we look forward to hearing from you as the need arises.

Yours faithfully
For Acorn Computers Ltd

A handwritten signature in black ink that reads "Peter Dunn".

Peter Dunn
Customer Services



Registered Office Acorn Computers Limited
Acorn House, Vision Park, Histon
Cambridge CB4 4AE, England
Registered No 1403810
VAT No. GB 432 2094 84