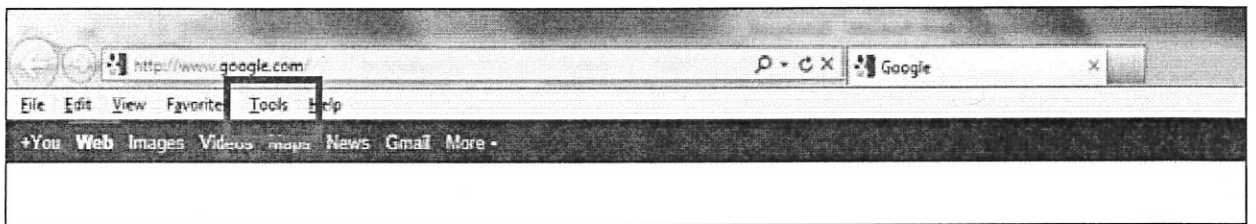


Microsoft Corporation recently released Internet Explorer 9.0 (IE9). The current versions of the software within Total Visibility's suite do not support operation under IE9 in its default setting. As part of your maintenance and support contract, we are currently working on resolving the compatibility issues and preparing a release to be delivered to your site.

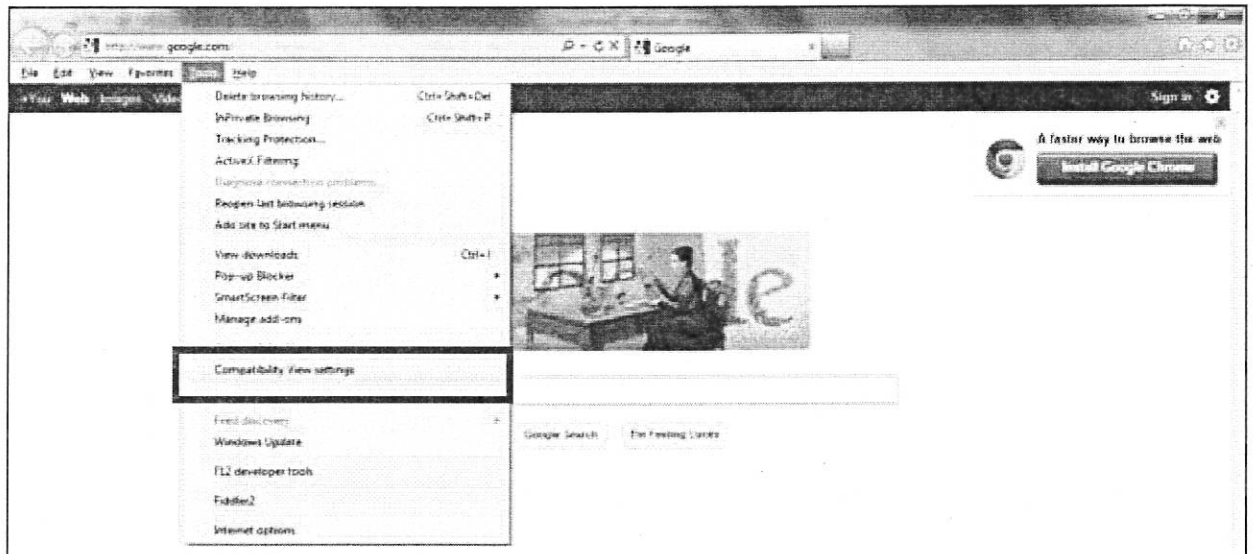
If you choose to use IE9 before the compatibility issues are resolved, we would recommend that you take the following steps. This will allow you to run IE9 in compatibility mode and maintain the integrity of your version of Total Visibility. However, it may not resolve all issues.

Here are the steps to add your Total Visibility site to compatibility mode in IE9.

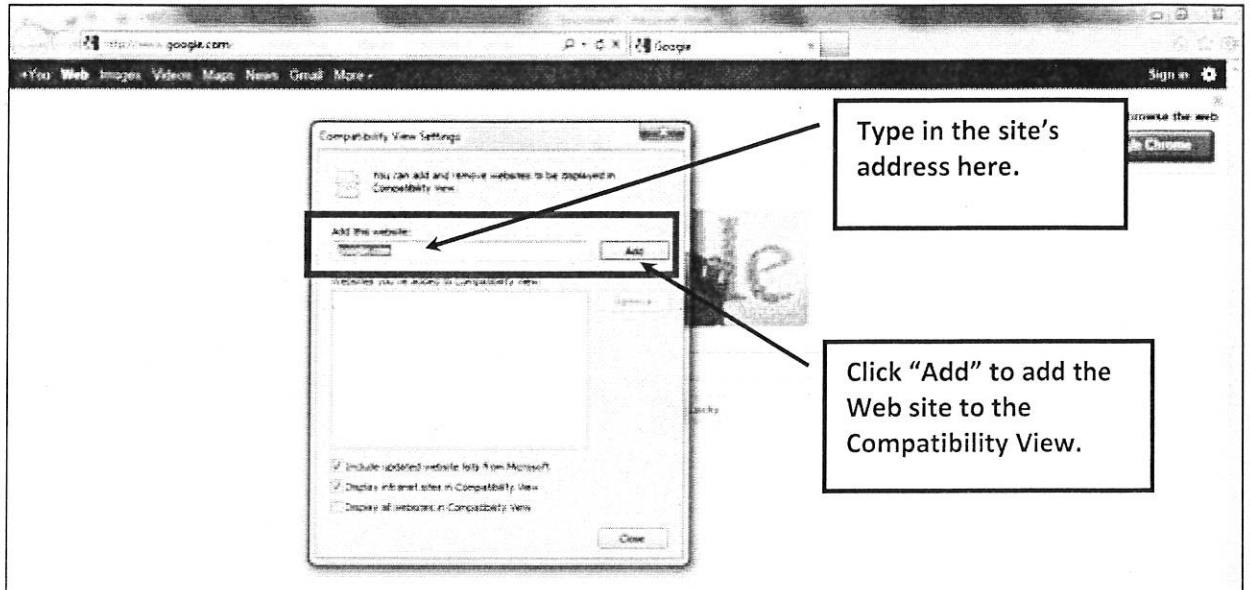
1. In IE9, press **ALT**.
2. Choose **Tools** from the menu bar.



3. Select **Compatibility View Settings**.



4. Type in the site's address into **Add this website** text box.



5. Press the **Add** button.

We will notify you when the compatibility issues have been resolved and the release is ready for delivery to your site.

If you have any questions or concerns please call (717) 441-9030 and request Ashley Miller. Additionally, you may send any e-mail request to tvsupport@deltaone.com.