

Dear Valued Customer,

Important news! Global Traffic Technologies (GTT), manufacturer's of the Canoga™ Traffic Sensing System, Opticom™ Infrared System, and Opticom™ GPS System, is making changes how warranty and non-warranty items are returned and repaired— to better symbolize our expanding worldwide capabilities. This change is effective as of March 1, 2009.

This means you get the same fast, responsive service, and the same dedication to excellence that you've come to rely on from GTT.

In the past, Canadian warranty and non-warranty returns have been handled by Decision One with support from our United States based service and repair department. In an effort to optimize the field return and repair process, GTT has made the decision to move all product returns directly to our US Service and Repair Department. Changes to you will be minimal and hopefully transparent and will help reduce turn-around times as well as provide you a better product support experience.

All Canoga™, Opticom™ Infrared System, and Opticom™ GPS System devices should be sent to the following address for Service and Repair:

Global Traffic Technologies
Attn: Service & Repair Department
7800 Third Street North
St. Paul, Minnesota 55128-5441
United States of America

As a means to streamline the service and repair of GTT products, GTT will handle all freight & brokerage fees that may be incurred during the service and repair process.

You can request the most current Warranty Form by email or fax, or simply download the Warranty Form at: <http://www.gtt.com/Additional-Resources/Service-Repair>. This webpage also includes instructions and examples of the shipping forms and required information necessary to complete your shipment to the GTT Service & Repair Department.

Please feel free to contact our Service and Repair group at 1-800-258-4610-Ext: 2 for North American customers and 1-651-789-7323 for customers outside North America with questions regarding to the change in the service and repair process.

Sincerely,

Darlene M. Schueller
Service & Repair Coordinator