

# Customer Details and Administration

**Contracts** – Contracts will be honored until expiration.

**Customer Support** – Electro Rent maintains a large staff of dedicated customer support specialists who will assist you in questions regarding any billing issues or equipment problems or questions while under rent or lease. Please contact them directly at (800) 455-5445.

**Payments, existing orders** – Telogy customers renting or leasing equipment before April 1st, 2010 will receive a notice of a name change with your invoice: Telogy – A Division of Electro Rent. The remit-to address will remain the same

**Payments, new orders** – Telogy customers renting or leasing equipment after April 1st, 2010 will receive an invoice from Electro Rent Corporation with a new remit-to address enclosed with their invoice.

**Rental/Lease Rates** – Equipment rented from Telogy LLC prior to the acquisition will remain the same.

**Returns** – Equipment to be returned via commercial carrier (not US Post Office) and should be all addressed to:

**Electro Rent Corporation**  
15385 Oxnard Street  
Van Nuys, California 91411

**Sales Support** – Please contact your Telogy – A Division of Electro Rent sales representative at (800) 835-6494.

**Technical Support** – Same high level of customer support whether the equipment is rented or leased from Electro Rent or Telogy – A Division of Electro Rent. Please call (800) 455-5445.

**Terms and Conditions, partial months** – Electro Rent's policy is more customer-friendly. We prorate all rental terminations, after the initial rental period, on a daily rate (based on a 30 day month). After the minimum period is exceeded, you pay only for the days used. Any equipment returned after April 1st will get the benefit of Electro Rent's more lenient return policy.

The logo for Telogy, featuring the word "TELOGY" in a bold, blue, sans-serif font with a slight shadow effect.

*A Division of Electro Rent Corporation*  
Sales: (800) 835-6494  
Support: (800) 455-5445

The logo for Electro Rent Corporation, featuring a stylized red "R" icon followed by the text "Electro Rent Corporation" in a bold, black, sans-serif font.

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6060 Sepulveda Blvd.  
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(800) 688-1111  
[www.ElectroRent.com](http://www.ElectroRent.com)