

No. 05-24 February 4, 2005

To: U.S. and Canada C&I Principals and Associates
P&I 710 List

New OSRAM SYLVANIA Toll-Free RT5 Lamp and Ballast Phone Line



For the exclusive use of Lithonia Lighting and our customers, a new OSRAM SYLVANIA toll-free **RT5** lamp and ballast warranty phone number now is operational. Agents and customers calling the OSRAM SYLVANIA warranty team on the new number will receive the highest level of priority in the OSRAM SYLVANIA phone system.

When this special number is used, the call will be automatically identified to the answering customer service representative as relating to Lithonia Lighting **RT5** and OSRAM Pentron Premier lamps with Osram Quicktronic Premier ballasts. It will be flagged in the OSRAM SYLVANIA system for expedited claim processing. This new phone number can be utilized by any Lithonia Lighting customer, including electrical distributors, contractors or facility owners for warranty claims. OSRAM SYLVANIA will provide replacement materials and will reimburse the purchaser for reasonable, customary and necessary labor charges required to install ballast replacements. Labor options must be pre-approved by OSRAM SYLVANIA, or they will not be eligible for reimbursement.

Any replacement part issues with OSRAM SYLVANIA ballasts and lamps relating to **RT5** fixtures also should be directed to the numbers below for direct resolution by OSRAM SYLVANIA. All issues will be addressed within 24 hours.

The new number is (888) OSI-4001 or (888) 674-4001.
The hours of coverage will be 8:00 a.m. to 6:00 p.m., Eastern Time.

In Canada, please call (800) LIGHTBULB for bilingual customer service.
The Canadian hours of coverage will be 7:30 a.m. to 7:00 p.m., Eastern Time.

Thank you,



Tom Hunter
Vice President, Fluorescent