

Egham, November 10th 2008

## DEAR CUSTOMER

It has come to our attention that our customers may have received inaccurate information from others regarding our battery replacement program for our GN9120 headsets. With this letter we would like to correct any confusion that information has caused by clarifying the following points:

- Our battery replacement program was not requested by the US Consumer Product Safety Commission or the Danish Safety Technology Authority or any other entity. As product safety is a key priority for GN Netcom, we took the decision to conduct the replacement program in order to ensure our customers' safety.
- The GN9120 headset itself is safe. The sole cause of the replacement program is that the lithium-ion polymer battery, under certain circumstances, can overheat. This only applies to batteries supplied by our former supplier, ATL, used in headsets sold from January 2005 until September 2008, which is why we are offering our customers a free battery replacement.
- At no time have we stopped supplying the GN9120 headset; we have switched the batteries and ceased sourcing batteries from ATL. In fact the GN9120 headset continues to be a popular and widely used product due to its unique performance and feature set.
- We took immediate action when we learned that there might be an issue with the batteries. Directly after the first report, we investigated the matter rigorously in cooperation with our now former supplier and other technical experts, and we worked closely with the relevant safety authorities to determine the root cause and the correct response to the problem. We changed not only the battery but also the supplier and, in order to ensure our customers' safety, we initiated the replacement program.

We regret that you and other customers might have been exposed to inaccurate information regarding our battery replacement program and the safety of our products.

All our products undergo rigorous and intensive safety testing before launch, and we devote significant resources to research, testing and development each year to make sure that we continue to offer innovative, safe and state of the art products.

Please do not hesitate to get in touch with Andrew Doyle, Sales Director, Mob: +44 7717 290889, Email: [adoyle@gn.com](mailto:adoyle@gn.com) if you have any questions.

For more detailed information regarding the battery replacement program we encourage you to visit [www.jabra.com/battery](http://www.jabra.com/battery).

Best regards



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