

12 July 2007

Subject: TECOM Investments lease renewal letters modified for clarity

Dear Business Partner,

Your response to the Customer Satisfaction Survey conducted by TECOM Investments a few months back highlighted your areas of concern and we promised to improve our services in those areas.

While we thank you for your feedback, we would also like to take this opportunity to share with you how we are addressing your concerns.

You requested clearer understanding of the leasing terms and conditions and of the related requirements/forms/documents at the time of lease renewal.

To clarify the documentation requirements, we have modified our lease renewal letters which now state clearly which documents are needed and where they should be submitted.

Contact details of staff that can be reached for clarifications are also included in the new letter. You will also find in the new letter, a brief on the lease terms and instructions and where to find the detailed terms and conditions.

Should you have more queries regarding our leasing services, please feel free to email us at leasing@tecom.ae

Regards,

On behalf of the Leasing Department

Dubai Technology and Media Free Zone Authority