

**Otis Elevator Company acquired the service contracts and certain assets of
Lonsdale Elevator, effective November 1st, 2009.**

EAST HARTFORD, Connecticut (November 5, 2009) - We are pleased to inform you that Otis Elevator Company acquired the service contracts and certain assets of Lonsdale Elevator, effective November 1st, 2009. We are confident that this transaction will both strengthen Otis capabilities as well as add value to the service you have been receiving from Lonsdale Elevator.

The Lonsdale office and field staff, including Steve Lonsdale, joins the Otis Team as employees and will continue to provide you with the high degree of customer service you have come to expect.

Otis is headquartered in CT, this will give the Lonsdale team full access to Otis' vast array of vertical transportation products and processes as well as the technical support Otis can provide as the worldwide leader in the elevator business. Examples of the Otis presence in CT include the 30 story Bristol Test Tower and Engineering Center in Bristol, CT and our corporate headquarters in Farmington, CT. A key benefit to our customers is the Otis Service Center in Bloomfield, CT. This 200,000+ square foot facility provides all replacement parts, electronic component repair, and equipment support for Otis North America. The local team has direct access to this facility ensuring world class support for all CT customers.

Otis is committed to making the transition as seamless to you as possible and we welcome your feedback throughout. We sincerely look forward to being your vertical transportation specialist for years to come.

Should you have any questions, please feel free to contact us at any time.

Sincerely,
OTIS ELEVATOR COMPANY

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