

October 10, 2018

Dear Valued Customer,

We recognize many of you are experiencing significant challenges with placing orders on [abboptical.com](http://abboptical.com) right now. We sincerely apologize for any inconvenience this has caused. On Monday evening we experienced a system shutdown, stemming from a 'bug' in IBM's system. We have been able to transfer services to our Disaster Recovery platform, and have been up and running for the last 24hrs. Regardless of this effort, we recognize many of you are still experiencing challenges. This is absolutely our top priority and we have all hands on deck, including the team at IBM.

If you are still experiencing difficulty with placing your orders online, please know that the following alternatives are available:

1. Call our Customer Service team at 1-800-852-8089
2. Email your orders via [easyorder@abboptical.com](mailto:easyorder@abboptical.com)
  - a. Be sure to include your account number and practice name
3. Fax your orders to 1-800-851-2470
4. If you utilize any of the following systems, you can place your order through their platform, as we are the integrated back-end fulfillment:
  - Crystal PM
  - VisionWeb
  - Eyefinity
  - Compulink
  - MyVisionExpress
  - Eye Cloud Pro
  - Optiport/CLX
  - Flexsys

Our priority is always that your patients are served in a timely a fashion. Please reach out to your **ABB OPTICAL GROUP** Account Manager if you need assistance with any of the alternatives above.

We continue to make progress in speeding up the ABB site, but we could experience sporadic delays throughout the course of the week, as we work to migrate back to our platform. At this point, we are expecting to have a new fix from IBM that would support us returning to normal operations in the next couple days. We will keep you posted as we learn more from our partners at IBM. Thank you for your patience and understanding.

Sincerely,



Brad Weinbrum  
President, **ABB OPTICAL GROUP**