



One JS&A Plaza, Northbrook, Illinois 60062

Dear Customer:

Enclosed is more information on the Bally Home Computer.

Due to delays in components and FCC approvals, the initial production of the unit has been delayed. We are finally now getting our first units, and we will be shipping your order just as quickly as we can. We have hired additional personnel in our shipping department, and Bally is working overtime to catch up.

We realize that many of you have been patiently waiting. We have been unable to tell you of an exact shipping date because we did not know when we would be receiving units ourselves. Now that the FCC approval has been received and product is starting to flow, we will be trying desperately to ship out as many units as possible so they arrive prior to Christmas.

If your unit does not arrive before Christmas, it should arrive shortly thereafter. The enclosed gift certificate can be given in lieu of the Bally Computer if you were planning to give it as a gift and the unit does not arrive on time.

We have had many people ask us why we advertised a product that was not even in production at the time our advertisements appeared. We must take full responsibility for that decision, and as we look back we realize that it was a mistake. Rather than blame the manufacturer or the FCC, the ultimate decision was ours. We apologize for any inconvenience it may have caused you.

We have also had comments from people who are amazed at some of the features of our unit compared to other systems on the market. The comments and descriptions made by our company are absolutely correct and accurate, and we stand behind these statements. The Home Library Computer is without question the most advanced product of its kind we have ever seen.

The enclosed backorder statement outlines our policy during these very difficult times. We appreciate your patience and understanding.

The comparison chart shown in the enclosed "Question and Answer" booklet will give you some idea of the computer power compared to other home computers.

The add-on module with the keyboard will be available in late spring or sooner, but with our current experience we would like to refrain from making any statements regarding delivery until we know for sure. The point is simply this: The Bally Home Library Computer is expandable and will far surpass anything available for a long time to come.

Thank you again for your patience and understanding.

Sincerely,

JS&A NATIONAL SALES GROUP

A handwritten signature in black ink, appearing to read "W. Mitchell". The signature is fluid and cursive, with a prominent "W" and a stylized "M".

William Mitchell
Group Marketing Director

WM/ms