



Dear Valued Customer,

On October 2nd, 2006, Open Text acquired Hummingbird and became the largest independent vendor in Enterprise Content Management (ECM). The combined entity is better positioned to serve the ECM needs of global organizations with a much broader portfolio of products and solutions.

Open Text and Hummingbird bring together the most talented and innovative people in the enterprise software industry. With our combined expertise, we offer the best in ECM know-how.

We recognize that you may have many questions with regards to how this will affect your own corporate strategy. We will continue to innovate, develop and support the combined portfolio to better serve our customers' needs. We recognize the tremendous value Hummingbird Enterprise brings to the legal and government vertical markets, as well as others. These offerings complement our strategy of offering vertical market and compliance solutions.

As we move forward with the full integration of our Customer Support teams, please be assured that the service level we provide to you, our customer, is our number one focus. Our goal is to provide world-class support that will exceed your expectations. If and when changes occur you will be notified immediately. We are devoted to communicating with our customers so that you can remain confident in our commitment to you.

Please find attached a short FAQ in which we endeavor to answer any questions you may have with regards to Customer Support. We would also like to take this opportunity to provide you with an address to forward any questions/concerns that you may have with regards to the Customer Support integration:

hummingbird-support-questions@opentext.com

This is an exciting time in ECM and we are looking forward to serving you.

Best regards,

A handwritten signature in black ink, appearing to read "Dave Wareham", with a horizontal line underneath.

Dave Wareham
Senior VP Global Customer Support

[Please click here for Customer Support FAQ](#)