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October 13, 2006

Dear Valued Customer,

As you may already know, Open Text Corporation acquired Hummingbird Ltd. on October 2, 2006, and we are currently in a transition period following the acquisition.

I would like to take this opportunity to introduce myself to you. In my role as Executive Vice President, Global Sales and Services, I am responsible for all customer facing groups including sales, services and customer support.

I recognize you must have many questions. We are committed to delivering excellent service and providing ongoing communication with you through the new combined organization.

Please let me assure you that our customers are our top priority. Some of you might be in a position where your contacts in sales or services may change. We are currently working on a communication plan, and over the next couple of weeks we will be reaching out to each and every one of you from an account management, services delivery and customer support perspective.

In the meantime, if you have an urgent issue that you need to address, I recommend you visit www.opentext.com/customerhelp, which contains important contact information and additional details that will help you as we go through the transition process.

We are very excited about the future prospects and are confident that the combined company will provide you with the best products, solutions, service and support to address your most pressing business issues.

Once again, I'd like to welcome you to Open Text. You will be hearing from me or a member of my team on a regular basis, and I look forward to getting to know you and partnering with you in the months ahead.

Sincerely,

John Wilkerson
EVP, Global Sales and Services
Open Text Corporation