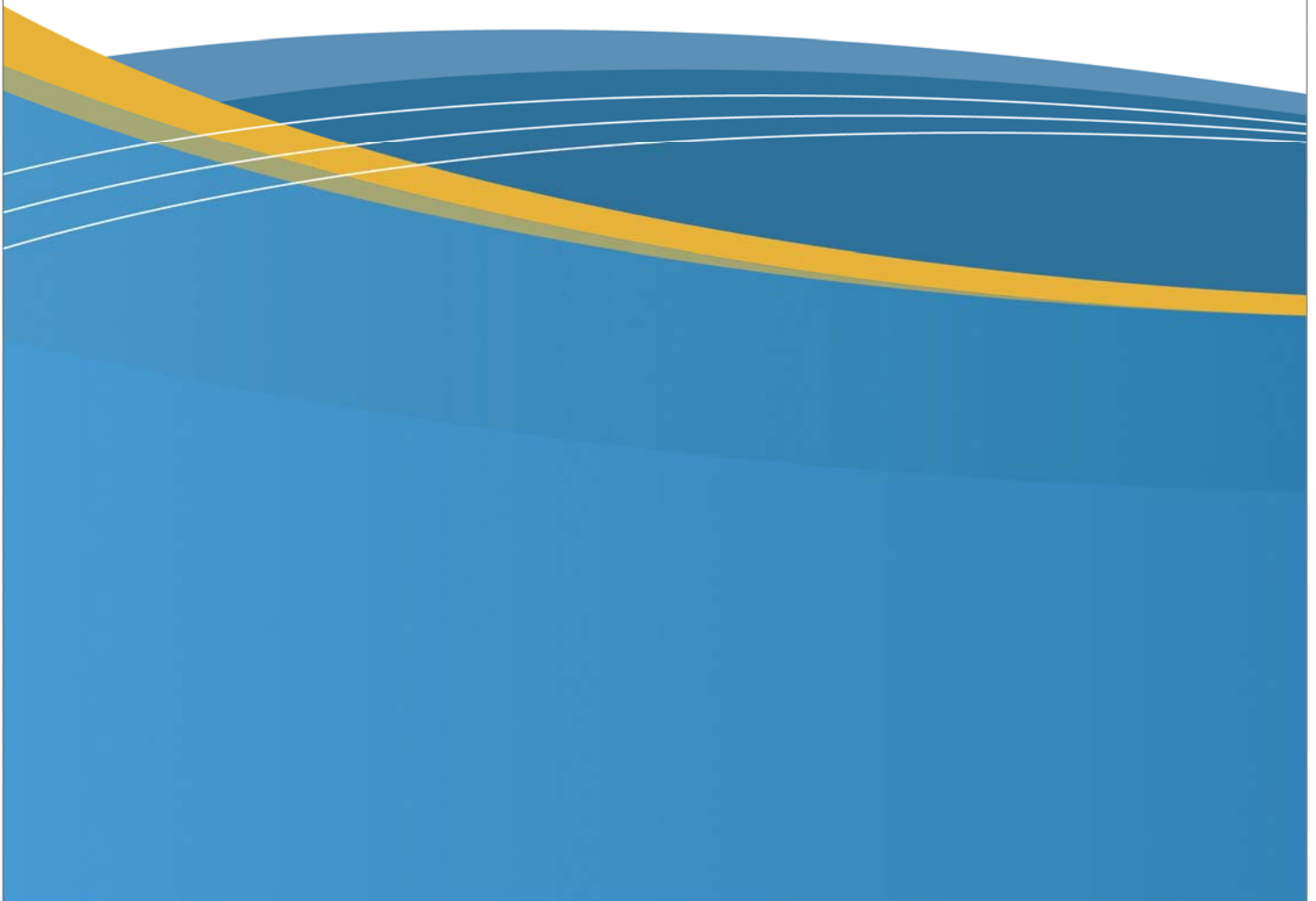




Frequently Asked Questions

■ Customer Support

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Date: 3 November 2008



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Customer Support FAQ

1. What was announced today?

Open Text Corporation has acquired Captaris and Captaris Document Technologies (CDT). The acquisition strengthens our position as the ECM industry's independent leader and the largest independent provider of ECM solutions in the world.

2. Do I have to change the way in which I use Support (e.g., Contacts)?

Please continue to use Support in the same way you have in the past. If there are any changes, we will communicate this in a timely manner.

3. Will Customer Support continue to work on my existing issues?

Yes. Your open issues are going to be worked on and resolved in the way you are accustomed. We will continually strive to improve our processes, and in the event that a process change affects this, you will be informed in a proactive way so as to ensure your service levels are not interrupted.

4. Will this announcement impact the release of future versions and bug fixes?

We remain committed to supporting existing customer sites and product placements. We will continue to develop the combined portfolio to better serve our customers' needs.

5. How do Captaris and CDT customers benefit from this acquisition?

With our combined expertise, we will be able to accelerate innovation, offering high-powered R&D that will bring new solutions to market faster. An expanded development team will combine the best in ECM know-how and application expertise in vertical

markets and compliance. In short, we will offer one of the industry's largest teams of developers dedicated to creating ECM solutions for the Microsoft platform, and Captaris and CDT customers will benefit from access to an expanded ECM solutions portfolio.

6. What is the impact of product strategy and roadmap to my current purchased solution?

We will be providing more information on our product strategy and roadmap in the weeks and months ahead and will provide more details to you at that time.

7. Can I still use Captaris and CDT Web support?

Yes. As per #3 above, you will to use Support exactly the way you have in the past. If there are any changes, we will communicate this in a timely manner.

8. Will Open Text regularly inform us of any changes?

We are committed to keeping you abreast of any changes within our organization that will affect you and your business

OPEN TEXT

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If you are an Open Text partner or customer, visit online.opentext.com for more information about this and other Open Text solutions.

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