

275 Frank Tompa Drive
Waterloo, ON N2L 0A1 Canada

Tel: +1 519-888-7111

Fax: +1 519-888-0677

www.opentext.com v info@opentext.com

February 23, 2010

Dear Sir/Madam,

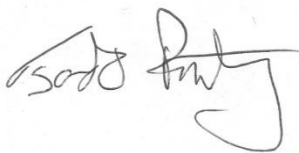
I would like to firstly thank you for your ongoing support of the eDOCS DM solution. I would like to take this opportunity to confirm our total commitment to this product both now and in the future. I can confirm for you that we will continue to support eDOCS DM version 5.2+ for a **minimum** of five years from the 1st of January 2010. Currently, Open Text plans to release a Cumulative Update (CU) once per calendar quarter. The next major release of eDOCS DM will be 5.3 and is scheduled for the June/July 2010 timeframe. After that, 5.4 is planned for sometime in 2012. The public roadmap can always be found at <http://communities.opentext.com/go/edocs>, and is usually updated once per quarter.

Looking ahead, we are very excited about the greater flexibility and new capabilities we can offer you. As the global leader in ECM we are committed to working with you to help execute your content management strategy. We are dedicated to further enhancing product quality, stability, and scalability with periodically scheduled maintenance releases and remain committed to channeling resources in support of this objective.

Long term, we look forward to building on our relationship with you and helping you deploy applications and solutions on the current eDOCS platform. You have our commitment that we stand behind our product and will engage with you to resolve any issues you may encounter. We will also continue to have an open dialogue with you to better understand and anticipate your future enterprise content management needs and develop the best set of products and solutions that address those requirements.

If you have any questions regarding our products or commitment to the eDOCS platform please do not hesitate to contact me

Sincerely,



Todd Partridge
Vice President & GM
eDOCS Solutions Group
Open Text

E: tpartrid@opentext.com

M: 617.459.7500