

July 29, 1999



With Year 2000 compliance concerns being uppermost in everyone's mind, we feel that it is important to let our customers know where our software stands with respect to this issue.

Please be advised that certain older releases of our software, which may include the release your company is using, are not Y2K-ready. Please see the attached Amarex Year 2000 Readiness Disclosure which sets forth the Amarex Software and its related Y2K compliance status. Unless your Amarex software is upgraded, if the IVR system uses dates in the year 2000 or beyond in its processing, the results are unpredictable and it may cease to operate. Additionally, we will be unable to support it (except by providing an upgrade to a Y2K-ready release). However, Amarex ("Amarex") is prepared to deliver a software upgrade package that is Year 2000 compliant. By modifying your software with such an upgrade package, you will be able to ensure that your Amarex software will be Year 2000 compliant.

We therefore urge you to take the necessary steps to upgrade your Amarex software. Please act now so that we can provide you with our Year 2000 compliant software and services in a timely manner. If you do not make a binding commitment to upgrade your software, Amarex will not guarantee that such an upgrade will be scheduled, installed and tested in enough time in order to ensure you will have Y2K-compliant Amarex software before the end of the year. Amarex will not be responsible for any consequences, liabilities or damages that may result from the failure to upgrade your Amarex software.

If you are currently running releases that are not Y2K-ready please contact us *immediately* to upgrade. For Customer Service/Technical Support, you may dial 212-652-6800. After hours or when we are not able to answer the phone, you will reach our Customer Service voicemail. Leaving a message there triggers our pagers, and someone will return your call promptly. If you prefer to contact us via e-mail, you may reach our support engineers at service@amarex.com.

If you do not contact us within two weeks of receipt of this letter to make the necessary changes to facilitate Year 2000 Readiness, we absolve ourselves of all responsibility related to Year 2000 Readiness issues. Please refer to the attached Amarex Year 2000 Readiness Disclosure which can also be found on our website at www.amarex.com. In addition, please be aware that the Y2K Releases will only perform properly with hardware and/or operating system(s) that are Y2K ready as well.

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Amarex is providing this Year 2000 information to you for the sole purpose of assisting you in planning and preparing for the Year 2000. The Year 2000 information contained in this document does not constitute any warranty regarding Year 2000 compliance. This document constitutes a Year 2000 Readiness Disclosure of Amarex under all applicable United States laws.

Furthermore, if by January 1st, 2000 you still have not addressed this issue, in the event that we receive an unusually large number of calls from users during and immediately after the 2000 New Year's weekend, our responsibility will be to give highest priority to those clients who have a current maintenance contract in effect. For after-hours calls, priority will be given to those with a 24 X 7 maintenance contract.

We recognize that this is a special event and are making all the necessary arrangements to accommodate our customers. Therefore, our entire customer service staff will be on-call from 12/31/1999 through 1/10/2000.

Our aim, as always, will be to restore service to your mission-critical systems as quickly as possible and to address your non-critical production issues at the earliest opportunity during regular business hours.