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May 28, 2003

Dear Valued Customer;

A number of our European customers have contacted Data Design today with concerns over an email received from Afora. I have received a copy of the email and I can certainly understand the consternation it has caused given that it contains numerous misleading and false statements.

I wish to assure you that Data Design Systems is very much committed to providing support and ongoing development for RMS and PrimeCode for many years to come. Quotes and statements to the contrary that are attributed to Data Design in Afora's communiqué are simply not true.

The RMS and PrimeCode product lines remain central to Data Design's success and will continue to do so for many years to come. In fact, we are scheduled to release the latest versions of RMS and PrimeCode next week. These releases contain numerous functional enhancements. Our product development team is currently working on the specifications for the next major release.

We remain confident that Data Design continues to provide the most comprehensive SCM solutions for the NonStop™ platform, bar none. This confidence stems from our ongoing global success in competing against all other NonStop™ SCM offerings. Committed to expanding our global customer base, Data Design recently established a new distributor in Europe and two new distributors in Asia. These distributors share our conviction that Data Design provides the best SCM solution and expertise for the NonStop™ environment.

Recently Data Design has received concerns from European customers that lead me to believe that our European customers would be better supported directly by Data Design in the short term. I served notice on Afora this week that Data Design would be notifying our European clients that Data Design would provide level one help desk services as of July 01, 2003. Given the content of Afora's email, however Data Design is left with no choice but assume help desk services effective immediately. We are currently in discussion with a number of European companies who are interested in providing help desk services in Europe. Data Design will establish a new European help desk as soon as possible. In the interim, Data Design support staff will ensure that you receive prompt responses and resolutions to your support issues.

Data Design support is available 24 hours per day, 7 days per week at 905-677-6666. Email requests should be directed to [support@datadesign.com](mailto:support@datadesign.com). You can also enter support requests directly at <http://www.datadesign.com/cgi-bin/wonderdesk/wonderdesk.cgi>. You will need to request an account and password from support.

I would welcome the opportunity to answer any concerns or questions you may have. You can also contact Mike Freedland, your account manager at [freedland@datadesign.com](mailto:freedland@datadesign.com).

I give you my personal commitment that Data Design will continue to ensure your organization realizes the optimum return on your investment in RMS and PrimeCode.

Yours truly:

Dan Crook, MBA  
Chief Executive Officer

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