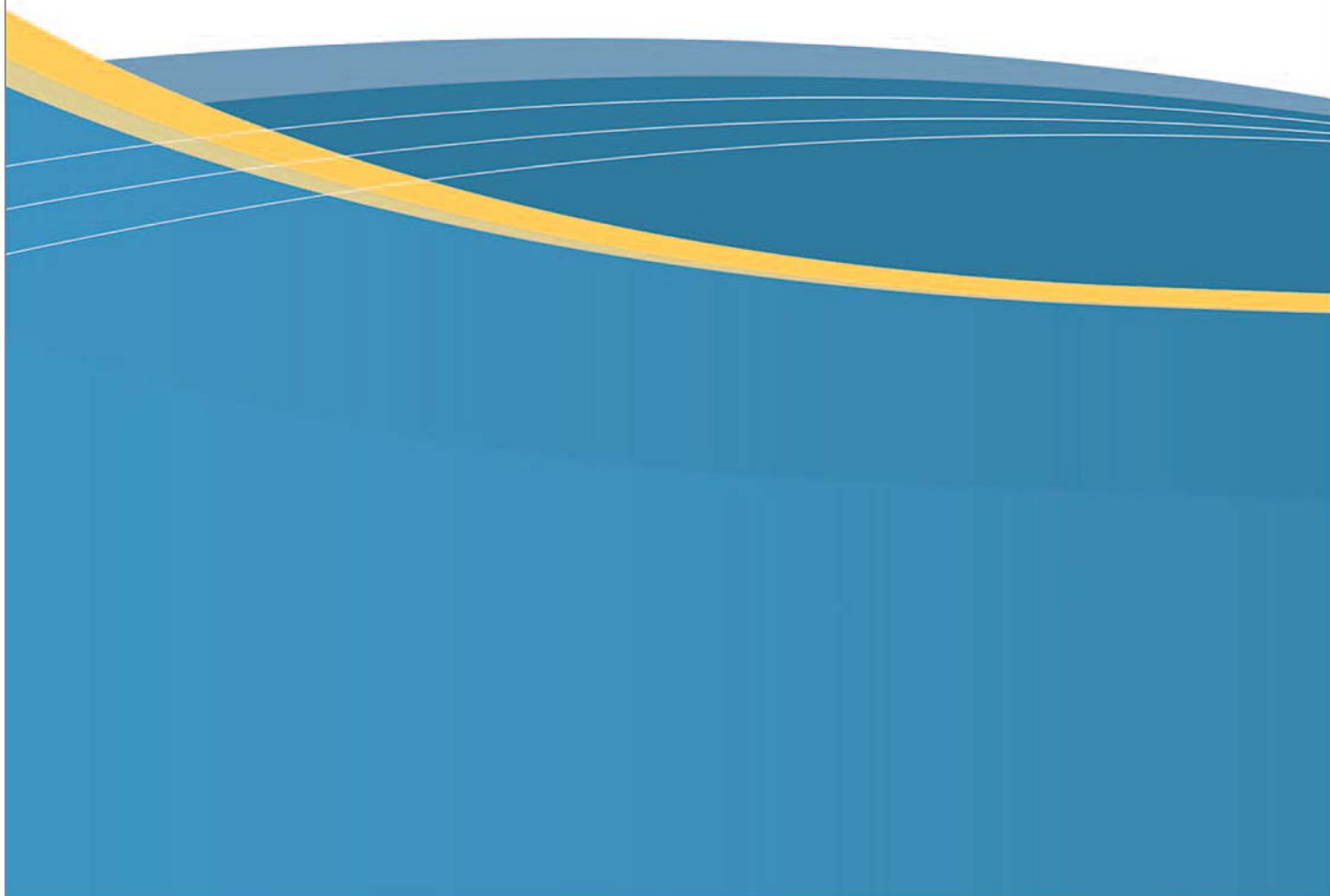




■ Frequently Asked Questions Customer Support

Cori Knorr

Date: 2 October 2006



Customer Support FAQs

1. What was announced today?

Open Text Corporation has acquired Hummingbird Ltd., headquartered in Toronto, Ontario, Canada. Hummingbird, like Open Text, is a large, global provider of ECM software. Together, we form the largest independent provider of ECM solutions in the world.

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

Please continue to use Support in the way in which you have in the past. If there are any changes to be made in the future, 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 in which you are accustomed to. 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 Hummingbird 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.

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 in the weeks and months ahead. We will be announcing our product roadmap and can provide more details to you at that time.

7. Can I still use Hummingbird Websupport?

Yes. As per #3 above - You will to use Support in the way in which you have in the past. If there are any changes to be made in the future, 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. We also invite you to visit our Hummingbird Community on Open Text Online found [here](#) for regular updates.

OPEN TEXT

C O R P O R A T I O N

Sales	Americas	Europe	Asia/Pacific	
<p>www.opentext.com info@opentext.com North America Sales 1-800-499-6544 International Sales +800-4996-5440</p>	<p>United States 100 Tri-State Int'l Parkway Lincolnshire, IL USA 60069 Phone: 847-267-9330 Fax: 847-267-9332</p>	<p>Germany Technopark 2 Werner-von-Siemens-Ring 20 D-85630 Grasbrunn Germany Phone: +49 89 4629 0 Fax: +49 89 4629 1199</p>	<p>United Kingdom Grosvenor House Horseshoe Crescent Beaconsfield, Buckinghamshire United Kingdom HP9 1LJ Phone: +44 1494 679700 Fax: +44 1494 679707</p>	<p>Australia Level 12 65 Berry Street North Sydney NSW 2060 Australia Phone: +61-2-9026-3400 Fax: +61-2-9026-3455</p>

© Copyright 2006 by Open Text Corporation. Open Text, Livelink, Livelink ECM, and Great Minds Working Together are trademarks or registered trademarks of Open Text Corporation. All other trademarks or registered trademarks are the property of their respective owners. All rights reserved.