

October 21, 2004

Dear Valued Peregrine Customer:

We regret to inform you that as of May 2004 Peregrine is no longer able to provide Level 1 support for that portion of the ServiceCenter Insight and AssetCenter BI products (the "Products") that are based upon the Cognos PowerPlay software. Peregrine will continue to provide maintenance for all other aspects of the Product(s) in accordance with the terms and conditions of your Software License Agreement.

Please find enclosed your pro-rated maintenance refund check for the portion of the product(s) related to the Cognos PowerPlay software.

We regret any inconvenience this may cause. It's always our intent to provide support that allows you to get the most from your Peregrine implementation. As a result, we encourage you to pursue one of the following options to meet your maintenance needs in your Business Intelligence initiatives:

1. Peregrine is pleased to offer a free migration to Peregrine's BI Portal product currently in effect through September 29, 2005. Please contact your Peregrine Account Executive for more information: or
2. You may contact Cognos directly to discuss continued support options. As a courtesy, we are providing you with the following contact information for Cognos.

Cognos Incorporated  
3755 Riverside Dr., P.O. Box 9707, Station T  
Ottawa, Ontario K1G 4K9, Canada  
Phone: 613-738-1440  
Fax: 613-738-0002

Primary US Office  
15 Wayside Rd.  
Burlington, MA 01803  
Phone: 781-229-6600  
Fax: 781-229-9844  
Toll Free: 800-426-4667  
<http://www.cognos.com>

Once again, we regret any inconvenience this may cause and look forward to working with you in the future.

Sincerely,

Peregrine Systems

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