

Dear Client,

January 22, 2003

Today, business waits for no one -- including your company's employees. That's why it's important to give them the tools they need to make more informed, faster decisions. IBM Lotus Software collaboration solutions can help you create secure environments that bring people together, enabling them to communicate and to share the information they need -- when and where they need it -- so they can work smarter and more efficiently.

IBM Lotus Instant Messaging and Web Conferencing (Sametime) is a tool that you need to realize the most productivity from your employees. Sametime is the market-leading platform for real-time collaboration (presence/awareness, conversation and web conferencing). This tool was engineered from the ground up to be a tool for eBusiness, and that is why it is more robust, secure, and manageable than any of our competitors'.

GreyDuck Technology is offering a FREE hosted trial of Sametime. GreyDuck Technology will host the Sametime services for you so that there will be no hardware investment or time required from your I.T. department in order for your company to evaluate this important technology.

GreyDuck Technology is an Advanced IBM Business Partner that specializes in Lotus software related consulting services. GreyDuck will help you leverage your existing Lotus Notes/Domino infrastructure or work with you to begin to realize how Lotus software can help your business run more efficiently through collaboration.

Any organization that needs to increase its productivity, be more efficient, work faster, reduce travel budgets, integrate real-time collaboration into web applications, or increase its agility will benefit from using IBM Lotus Instant Messaging and Web Conferencing (Sametime).

Thank you for your willingness to participate in this trial and we hope your company will take the time to truly evaluate this important area of technology.

Sincerely,

Tom Hillebrand
GreyDuck Technology

Brought to you in partnership by:

GREYDUCK 
Technology, Inc. EXPECT THE UNEXPECTED
952.368.3506
www.greyduck.com

How does the Sametime Trial program work?

Your company has realized a need for instant collaboration and you are now ready to test it at your company. The first step is to choose a Project Champion. The Project Champion is an important role in this trial. The Project Champion is responsible for:

- Providing the list of people that will be part of the trial (no more than 30 people)
- Communicating with GreyDuck and PreferredPartner
- Being the central contact for questions from your trial group

Step 1 – The Project Champion agrees with the terms of this document and completes the attached spreadsheet and provides GreyDuck with the names and email addresses for the people in the trial group (please, no more than 30 people). Also provide us with the date you would like to begin the trial. Send this completed document to tom.hillebrand@greyduck.com.

Step 2 – GreyDuck will configure your trial group to use all of the Lotus Sametime functionality and communicate with the Project Champion when finished. GreyDuck will send the Welcome letter to the Project Champion for review and on the start date of the Trial Program GreyDuck will email each user their user name, password and welcome letter.

Step 3 – The Project Sponsor runs the trial and encourages the trial group to use all aspects of the technology. The Project Champion handles questions from the trial group. The Project Champion can communicate with GreyDuck or PreferredPartner with questions or comments. The contact information is as follows:

GreyDuck Technology
Tom Hillebrand
tom.hillebrand@greyduck.com
952.368.3506
AOL Screen Name: tchildy

Step 4 – When the trial is finished, an email message will be sent to all users of the Trial Program requesting their feedback and thoughts on the Trial Program. The survey will be in the form of an online survey.

Step 5 – GreyDuck will contact the Project Champion to assist with the next steps of integrating Lotus Sametime into your company's infrastructure.

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Trial Program Terms

By participating in this trial you agree to effectively test all areas of the Sametime technology, including but not limited to:

- Instant Messaging using the Sametime Connect Client
- Instant Messaging using the Sametime Client for Browsers
- On-Line Meetings
 - Creating Meetings
 - White board
 - Attaching files
 - Screen Sharing
 - Controlling Screen Sharing
 - Optionally you can test audio and video tool in your meetings
 - Optionally you can test recording and playing back a meeting

You agree to promote and encourage your trial group to participate in the trial. Your trial program last for only 30 days, so please encourage your users to begin using it as soon as they receive their user name and password information.

You will complete the end of trial survey that will be provided to you and achieve at least 60% participation in the survey from your trial group.

You agree that GreyDuck has made a significant investment in bringing this trial program to you and if you decide to purchase software licenses or services, you will purchase software licenses from GreyDuck and if you require assistance with installation and configuration you will contact GreyDuck Technology.

Other Information about Lotus Sametime can be found at:

www.greyduck.com/web.nsf/pages/sametime

Project Champion Information:

Name:

Email Address:

Phone Number:

Requested Start Date for this Trial Program:

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Trial Program List of Users:

	First Name	Last Name	Email Address
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