

September 17, 2001

Dear Customer,

In May, Captaris launched Infinite Mobile Delivery - a new line of mobile business solutions designed to put your business within reach from anywhere, at anytime, using virtually any wireless device.

With the introduction of Infinite Mobile Delivery and related offerings, Captaris is announcing the discontinuation of certain Infinite products.

As of January 1, 2002, Captaris will no longer accept orders for the following products:

- ExpressIT! (windows and DOS)
- ExpressIT! Remote (windows and DOS)
- Infinite Link
- Infinite Voice
- Connect² Message Switch
- Connect² Remote (Windows and DOS versions)
- Connect² Exchange
- Connect² UUCP
- Connect² Pager
- Connect² Queue
- Connect² Fax
- Connect² for Microsoft Mail
- Connect² for cc:Mail
- Connect² Library
- I-Queue Server! (Windows, DOS, and Windows 95)
- CastAway!
- PopIT!
- GuardIT!
- Connect² for MCI Mail
- OnCall!

Technical Support Availability for Existing Customers

For customers requiring technical support on these discontinued products, assistance is available from Captaris until December 31, 2002, on a per incident bases at a rate of \$225.00 (USD) per incident. Technical Support consists of providing existing interim releases, as well as telephone and electronic assistance. It does not include engineering support, new bug fixes or integration of any bug fixes into previous updates.

We would appreciate your prompt response indicating your actual or projected product requirements for the remainder of this year. Please direct this feedback to your sales representative in order to ensure timely availability of product.

If you have any questions, please call Captaris Technical Support at +1 (410) 363-9453. One of our Customer Service representatives will respond to your questions or direct you to the appropriate contact.

Thank you for your immediate attention to this notification. We are very excited about the new product releases and look forward to helping you deploy and get the most out of them. If you have any questions or concerns, please do not hesitate to contact your Captaris Sales Representative.

Sincerely,

Joseph Staples
EVP, Corporate Marketing & Emerging Technology