



Stockholm, 2006-06-30

Dear user,

The quality and efficiency of business processes within an organisation rely heavily on a well-functioning support infrastructure. This requires the support department to be able to quickly answer questions, address problems, and implement solutions that will prevent any future issues.

By introducing a completely new service management system at Polystar we will improve our support functions even further—providing you with accurate, comprehensive, and comprehensible information.

The new system will enable us to set up and monitor varying levels of service, based on each customer's specific service agreement. This will give our support department a powerful, structured solution for handling support management processes—tailored to *your* specific needs!

Phase 1 of the system will be implemented internally at Polystar beginning on Friday, 30 June. This will have no impact on you as our customer—you will still report tickets to *osixsupport@polystar.com*.

Phase 2 of the system implementation will include the setup of your own customer-specific web portal, where you will be able to easily create, trace, summarise, and close incidents, problems, and user stories. We hope to start the implementation of this step during the final quarter of this year.

Any feedback you may have on desired features in the new support system will be warmly welcomed, and your opinions will be taken under sincere consideration.

Your partner in the pursuit of high-quality support,

Implementation & Support

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