

April 2005

In January 2004 Business Objects acquired Crystal Decisions and formed a new organization that is now the leader in the Business Intelligence Market. As part of the assimilation of the two organizations, the Education Services Department of Business Objects is launching a new program in order to ensure that the trainers of Crystal Reports products maintain the high quality that is expected with Business Objects software products.

To this end we have approved certain content providers to supply Crystal Reports training material to the Industry. At the same time, we are contacting training providers such as you who are currently offering or have offered Crystal Reports classroom training.

The Crystal Reports license agreement does not permit the Crystal Reports software to be used for the purpose of training third parties. Accordingly, in order to bring training companies into compliance with the Crystal Reports license agreement, Business Objects has created a Classroom License Agreement, a copy of which is enclosed.

We are offering the Classroom License Agreement to you for \$4,000 per classroom because you are already offering Crystal Reports training. This license fee represents an 80% discount from the \$20,000 per classroom fee that will be charged to any new organizations who would like to begin offering Crystal Reports training. Every training institution that wishes to offer Crystal Reports training must purchase this license directly from Business Objects. Dealers and resellers do not sell this new license.

This Classroom License Agreement is sold on a version basis but because this is a new program we will grandfather in all lower levels of Crystal Reports that you currently teach. So, if you plan to offer Crystal Reports XI, then all lower versions would be covered under your Classroom License Agreement.

The Classroom License Agreement contains a list of sanctioned Crystal Reports courseware providers (see Exhibit B). All future courseware must be purchased from one of these named vendors. The courseware providers were selected by Business Objects based on the quality of their Crystal Reports training material and their distribution strategy.

If you only offer “onsite” training, please refer to Exhibit B for the only courseware providers available to you. Please ensure that any and all of your branch offices are notified of this new agreement as well.

Please review the enclosed copy of the Classroom License Agreement. You can activate this agreement now by calling the Business Objects telesales department toll free at 1-866-665-4176. The pricing described above is available only until June 30, 2005. After that time, all applicants will be considered as a new training institution and will be subject to current pricing.

Lastly, please note that the Classroom License Agreement does not grant you a partner relationship with Business Objects. You are not authorized or certified but, upon execution of the Classroom License Agreement, you will be compliant with your Crystal Reports software license. You are not authorized to offer any other Business Objects software training other than Crystal Reports I and II (beginner and advanced) which is covered by this CLA.

No Crystal Reports training can be offered or delivered after June 30, 2005 without a Classroom License Agreement in place. If you choose not to purchase a Classroom License Agreement please notify us at the following address in writing with the date of your last Crystal Reports offering:

Beth Christopher
Business Objects, Americas
910 Mainland Street
Vancouver, B.C.
Canada
V6B 1A9

We appreciate your interest in our product and look forward to hearing from you. If you have any questions please email the Business Objects Education Alliances Manager, Beth Christopher at: beth.christopher@businessobjects.com.

Sincerely,



Dan Klein
VP Worldwide Education Services