

January 14, 1986

Dear Authorized Ashton-Tate Dealer:

Because of a disk manufacturing error in dBASE III PLUS in which a unique access code was not recorded, we are initiating a product exchange immediately. The serial numbers of the affected disks are 2500001 through 2533960. Copies of dBASE III PLUS with other serial numbers are fully functional and are not affected.

The manufacturing problem has already been corrected, and fully operational copies of dBASE III PLUS are now being shipped. Effective today and until February 15, all new product shipped can be identified by a color sticker located next to the serial number on the bottom of the package.

The defect only affects local area network (LAN) use.

It does not affect the functionality or data integrity of dBASE III PLUS when used in its stand-alone, single-user mode. The problem was created when a special access code that permits dBASE III PLUS to be networked with other copies of dBASE III PLUS was not put on System Disk #1 and System Disk #1 Back-Up. The problem was not caused by a coding error ("bug") in the software itself. All other disks comprising the product are unaffected.

You may wish to return any copies of dBASE III PLUS with the above serial numbers directly to Ashton-Tate -- whether purchased directly from Ashton-Tate or a distributor. This procedure is valid for this product exchange program only. Call our Customer Service Department at (213) 538-7913 to receive a Return Authorization Number.

We have made arrangements with DHL Courier to have Ashton-Tate pick up all shipping charges. Please contact your local DHL representative to pick up your product in order to assure overnight or second day delivery. We will return your product via DHL to minimize any inconvenience this product exchange might cause you. Do not return any product without a Return Authorization Number. Please return your product as quickly as possible to facilitate its replacement.

End users with affected copies of dBASE III PLUS should call Ashton-Tate at (213) 538-7913 to receive new System Disk #1 and System Disk #1 Back-Up disks at no cost. End users will be requested to return their defective disks to Ashton-Tate in pre-paid mailers after receiving replacements.

Thank you for your cooperation.

Sincerely yours,

Ashton-Tate