


BG

BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST  
WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

**Date:** June 1, 1998  
**To:** Morgan Crew  
**Copy:** Dennis Byrnes  
Tom Lutz  
Dave Pond  
**From:** Burton Grad   
**Subject:** Cottage Due Diligence Customer Survey

Specifics, Inc. has completed the Customer Satisfaction Survey for Cottage, for both x.400 and fax services. The attached report includes Specifics' analysis of the Survey results as well as all verbatim comments from the respondents.

Specifics was not able to complete the targeted number of interviews (35) because of Cottage providing too few qualified contacts and telephone numbers. There were 12 fax (out of 15 target) and 12 x.400 (out of 20 target) interviews. Nevertheless, it is my opinion that the information received from the respondents is clear and consistent enough, so that we do not need to conduct further interviews.

### Fax Services

There are a mixture of large and small customers, with two dominant users accounting for over 55% of the total revenue. Nine of the 19 companies identified by Cottage for possible contact provided less used less than 10,000DM of revenue during 1997.

There was a significant percentage of low ratings and negative comments from the fax respondents. Most of the negative ratings and comments dealt with technical support and customer service. However, in spite of these serious complaints, one-half or more of the customers are still satisfied with their use of the Cottage fax services and would still recommend it to their colleagues at other companies, albeit with some verbal caveats.

### x.400

The x.400 respondents had a very similar attitude toward Cottage's x.400 services. Most were satisfied with functionality and use, but over one-half were displeased with the technical support and customer service. Again, many would recommend use of the Cottage x.400 services to their colleagues, but would also suggest careful supplier comparisons.

## Survey Conclusions

1. Cottage has basically ignored most of its fax and x.400 customers over the past 6-12 months (BGAI believes that this is partly because of the turmoil of integrating the previous operations into o.tel.o's bureaucracy and partly because of o.tel.o lack of interest in this area).
2. If acquiring the distinguished Cottage customer base is the major purpose of the acquisition, then SCI needs to deal with the customer dissatisfaction right away. If SCI waits until the closing, a significant number of the customers may have jumped ship or be in the middle of a reassessment.
3. The fax and x.400 products do not appear to be "best of breed," but may still be competitive in their defined market niches.
4. The reference value of these existing customers is quite weak, and there is underlying concern about yet another transfer of ownership and, to some extent, fear of an "American takeover."

The customer survey should give SCI reason to reconsider its decision, the price it is paying to acquire Cottage and any possible alternative ways to enter the market.

This completes the Customer Satisfaction Survey portion of the Cottage due diligence.

A final report on the technical and Customer Survey Due Diligence study will be forwarded in a few days, unless SCI/CVG has additional questions.

Enclosure: Sent only to Morgan Crew



# SPECIFICS

INCORPORATED

*CUSTOMER SURVEY*

35 Glenlake Parkway, Suite 150  
 Atlanta, Georgia 30328  
 770/391-0013  
 770/391-0132 Fax  
 e-mail: (name) @ specifics.com

## FACSIMILE TRANSMISSION MEMORANDUM

### The Facts:

Specifics, Inc., a research and consulting firm, provides metric and management information through the following studies

- ✓ Customer Satisfaction
- ✓ Help Desk and User Support
- ✓ Employee Satisfaction
- ✓ Market Trends & Opportunities
- ✓ Win/Loss Analysis
- ✓ Image & Competitive Position
- ✓ IT Services Industry Analysis

### The Fax:

The information contained herein is confidential.  
 Please deliver to addressee only.

To: Burt Grad -- Room 1038  
 Company: BGAI  
 Fax #: 202-626-6991  
 From: Eileen File  
 Project Code: 438  
 Date: 5/29/98

Burt --

Here is the information you needed. Full reports will be fedexed today for Monday morning delivery.

Eileen

Part 1: "Cottage report" 8 pages including this one

Part 2: "Israel report" 8 pages including this one

Part 3: "Israel Verbatims" 8 pages including this one

**O.tel.o Communications  
Customer Satisfaction Study**

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## O.tel.o Communications Customer Satisfaction Study

### Summary Report

#### Introduction

On May 12, 1998, Burton Grad Associates, Inc. contracted with Specifics, Inc. to conduct a satisfaction study of O.tel.o Communications' fax and X400 services customers.

#### Study Objectives

The objectives of this study were to determine:

- ✓ The satisfaction customers have with the delivery of services for O.tel.o's fax and X400 lines of business, and the corresponding support services
- ✓ Customers' perceptions of value, and ease of doing business with O.tel.o
- ✓ Areas where O.tel.o does not meet and/or exceeds customers' expectations
- ✓ Customers' willingness to refer O.tel.o to a colleague
- ✓ Customers' willingness to choose O.tel.o for future needs.

#### Scope, Method, and Sample

The scope of this study was to interview a random sample of 35 customers, stratified by type of service and account size as follows:

- ✓ 15 interviews with fax customers: 3 who use fax on demand, and 12 who use broadcast fax
- ✓ 20 interviews with X400 customers: 4 Messaging, 10 EDI Hubs, and 6 EDI Spokes.

The method used to collect the data was an in-depth telephone interview, which was conducted in German and lasted approximately 20 minutes.

The sample includes 24 interviews, stratified as follows:

- ✓ 12 fax customers, including 10 broadcast fax and 3 fax on demand
- ✓ 12 X400 customers, including 7 EDI Hub, 4 EDI Spoke, and 1 Messaging.

The sample fell short of the targeted number of interviews because the contact lists had fewer telephone numbers than originally planned. There were 20 telephone numbers on the X400 list, versus the originally requested 52 telephone numbers. The fax list had 23 telephone numbers, versus the 26 originally requested.

**O.tel.o Communications****Customer Satisfaction Study***Demographics*Number of Respondents by Account Size and Service

<b>Number of Respondents by Account Size and Service</b>		
	<i>Targeted</i>	<i>Completed</i>
<b>X400</b>	<b>20</b>	<b>12</b>
EDI Hub	10	7
EDI Spoke	6	4
Messaging	4	1
<b>Fax</b>	<b>15</b>	<b>12</b>
Fax on Demand	3	2
Broadcast Fax	12	10

Number of Respondents by Length of Time as an O.tel.o Customer

The majority of those interviewed have been working with O.tel.o for a least a year, and have been through at least one change in ownership with the Company.

<b>Length of Time</b>	<b>Number of Fax Customers</b>		<b>Number of X400 Customers</b>	
	Personal Time	Firm's Time	Personal Time	Firm's Time
< 6 months	3	--	1	--
6 months - 1 year	1	1	--	--
1 - 2 years	2	1	2	1
2 - 3 years	3	6	3	2
> 3 years	2	3	5	8
Don't Know/ Other	--	1	1	1

**O.tel.o Communications****Customer Satisfaction Study****Number of Respondents by Hardware Platforms Used**

Hardware Platform	Number of Fax Customers	Number of X400 Customers
Windows 3.11	2	--
Windows 95	5	1
Windows NT	4	5
DOS	--	2
UNIX	--	6
Macintosh	1	--
Other	1	2

**Findings***The Selection Process*

Most respondents were not involved in the selection of O.tel.o. Only four X400 and two fax customers were involved in this decision.

When asked to rate the sales and marketing process, only two X400 customers provided a rating and the average was 8.5, using a 9-point rating scale where 1 is "what was described is not at all what we received," and 9 is "what was described is exactly what we received." Only one fax customer was able to rate the sales and marketing process, giving it an 8.0.

*Installation*

Most respondents were not involved in the installation of their firm's O.tel.o service. The fax customer who was involved in the installation process completed it more than six months ago and was not asked to provide a rating. All three X400 customers who were involved in the installation completed the process more than six months ago.

*Technical Support*

The average rating for technical support from O.tel.o, using the 9-point rating scale, where 1 is very poor and 9 is excellent, was 6.5 from the eight fax customers, and 6.9 from the eleven X400 customers.

Six X400 customers and six fax customers said that there are areas where O.tel.o can improve technical support, which most often dealt with response time and inadequate number of staff.



**O.tel.o Communications****Customer Satisfaction Study**

Comments about technical support improvements included:

- *Completely new, competent technical people need to be hired, a dedicated contact person would be a big step in the right direction.*
- *It would be nice to have dedicated person to call for technical questions and support.*
- *Faster response time. Suggest hiring additional staff, staff seems overworked.*
- *Not on the technical side, but rather their general customer service, I am very disappointed at how long it takes to get information.*
- *Direct contact person is needed. Reliability needs to be there.*

*Evaluation of Service*

Service Feature / Function	Average Ratings <i>(Rating scale is 1 to 9, where 1 is very poor and 9 is excellent)</i>	
	Fax Customers	X400 Customers
Functionality	6.75 (n= 8)	6.70 (n= 10)
Quality	6.23 (n= 8)	6.78 (n= 9)
Performance (speed)	7.25 (n= 8)	6.67 (n= 9)
Availability of service	7.00 (n= 7)	6.86 (n= 7)
Security	7.80 (n= 5)	7.57 (n= 7)
Ease of use	8.50 (n= 8)	6.89 (n= 9)
Ease of learning	8.50 (n= 7)	7.11 (n= 9)
Automated documentation	--	--
Printed documentation	9.00 (n= 1)	5.00 (n= 2)
Service, overall	7.38 (n= 8)	6.50 (n= 10)

O.tel.o CommunicationsCustomer Satisfaction Study*Competitive Comparison*

Only three fax respondents and four X400 respondents have experience with competitive vendors. Most did not know how O.tel.o compares to the others they have used, but the two X400 customers and two fax customers who could compare O.tel.o said that O.tel.o is *not as good* as the competition.

*Expectations*

Only two X400 customers, and no fax customers reported that there are areas where O.tel.o exceeds their expectations. Five fax customers and three X400 customers reported that there are areas where O.tel.o has NOT met their expectations.

When expectations were NOT met, respondents said:

- *Administrative, invoicing, service and response time in these areas is poor. There have been several problems with invoices, credits, due to billing amounts and billing according to user codes. After the change over from Cable and Wireless billing was delayed and took over six months to get corrected. Because of this, and due to the fact that user IDs were mistakenly omitted or changed, we had a hard time trying to correctly book expenses internally.*
- *All [expectations are NOT being met].*
- *Service needs to be more readily available and dependably fast.*
- *Need to offer a solution for Mac users.*
- *"Series fax" -- individual sending is not possible.*
- *Technically, functionality, I would like to change soon.*
- *Promises have not been kept.*
- *New converter -- Windows commands.*

*Referenceability*

Seven fax customers and seven X400 customers would recommend O.tel.o to a colleague, and would offer the following advice:

- *Technically, yes, definitely. Otherwise, maybe not because they are a difficult company to work with.*
- *Yes, as long as I didn't have to stick my hand in the fire for them. The services offered are, again, excellent. No, the support is poor and O.tel.o is not an easy company to work with.*
- *If it has to be X.400, then O.tel.o.*
- *I would tell them to do a market comparison first. Today, technology is changing everyday.*
- *... I've had a great experience working with O.tel.o.*
- *Service is good, although difficult to use. I'm sure that this will change soon though.*

**O.tel.o Communications****Customer Satisfaction Study**

- *I don't know [what I would say]. Service is very good, although the management and personnel is difficult to work with.*
- *... I would tell them to look at their needs and what the market has to offer.*
- *Do a complete market comparison. Hourly, this industry is changing. I will also highly recommend to my replacement (I am changing positions) that a comparison be done every 6 months or so.*

**Value**

When asked to rate the value they receive from O.tel.o's service, compared to the money they spend, using a 9-point rating scale where 1 is very poor value and 9 is excellent value, the average rating from five fax customers was a 7.2, and from six X400 customers the average was a 5.5.

**Ease of Doing Business**

The average rating for ease of doing business with O.tel.o did not fair as well as the rating for value. The six fax customers provided an average rating of 5.67 for this and the nine X400 customers also rated ease of doing business a 5.67. The reason behind this rating, which is lower than Specifics finds in most customer satisfaction studies, is the change over in management that has occurred. Customers perceive that they have gotten lost in the shuffle.

**Future Use**

Eight X400 customers and seven fax customers would repurchase services from O.tel.o.

**Conclusions and Recommendations**

Based on the findings of this study, there are indications of customer dissatisfaction, which are more related to O.tel.o's attitude and approach to doing business than to the fundamentals of the solution. For the most part, the fundamental solution is perceived favorably. The ratings of the solution from the fax customers tend to be more positive than those ratings from the X400 customers. Because of the small sample, it is difficult to ascertain the exact reason for this. Perhaps, it is because fax services have been around longer and the value is more established in the business world. It is possible that the usefulness and value of X400 communications have not been marketed strongly enough.

The difficulties customers have with O.tel.o's approach appear to be driven by the changes in ownership and management which O.tel.o has gone through over the last few years. Because of this, any further changes in management are risky and painstaking efforts must be taken to assure customers that there will be a positive outcome. This will require a great deal of relationship management.



# SPECIFICS

INCORPORATED

35 Glenlake Parkway, Suite 150  
 Atlanta, Georgia 30328  
 770/391-0013  
 770/391-0132 Fax  
 e-mail: (name) @ specifics.com

## FACSIMILE TRANSMISSION MEMORANDUM

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- ✓ Image & Competitive Position
- ✓ IT Services Industry Analysis

### The Fax:

The information contained herein is confidential.  
 Please deliver to addressee only.

To: Burt

Company: \_\_\_\_\_

Fax #: 203 222 8728

From: Eileen

Project Code: 438

Date: 5/19/98

### Notes:

*Severed fax list / New X400 list. RYI.*

*Laurie - this is the original from ULI. It's only a partial list to start with. THX. Eulien*

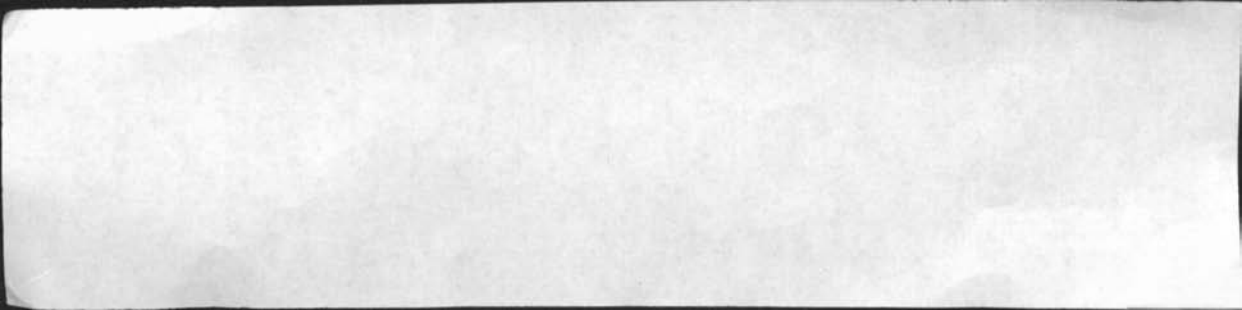
Firma	Ansprechpartner	Ort	Telefon
ARAL Card Service GmbH	Herr Walther	Bochum	0234-3150
BRAUN AG	Herr Grebe	Kronberg	06173-30-1127
C&L Deutsche Revision	Herr Hardt	Frankfurt	069-9585-1330
ECOS GmbH	Herr Goertz	Hamburg	040-2201998
Flender AG / EDI Outsourcing	Herr Oldenkott	Bocholt	02871-92-2753
Flender AG	Herr Dr. Mondry	Bocholt	02871-92-2525
Godas mbH u. Co KG	Herr Demabre	Leverkusen	0214-6787-28
Herlitz AG	Herr Bernau	Berlin	030-43933106
Hutschenreuther Communic.	Herr Brauner	Selb	09287-731227
Hutschenreuther Communic.	Herr Pawletta	Selb	09287-731282
Ludwig Schokolade	Herr Laudien	Aachen	0241-895-607
Power Logistics	Herr Bree	Fallingb.ostel	05162978171
Preussen Elektra	Herr Grimpe	Hannover	0511-4392227
Schwartauer Werke GmbH & Co	Herr Stratmann	Bad Schwanau	0451-204158
Stadt Köln	Herr Feldmann-Verse	Köln	0221-2211801
Syseca	Herr Sombrutzki	Hamburg	040-55304400
Union Deutscher Lebensmittel	Herr Niehoff	Hamburg	040-34931326
Weru AG	Herr Leuprecht	Rudersberg	07183-303397
Nokia Kabel	Herr Baumann	Köln	0221-6772047
Kaiser Kabel	Herr Winkelmann	Berlin	030-6000-9395

## Kundendaten


FAX Kunden / Stand: 19.05.98

FIRMA	NAME	Anrede	Vorname	Kontaktart	PLZ	ORT	STRASSE	TELEFON
LER Reiseservice GmbH	Renner	Frau			10967	Berlin	Graefesstraße 71	030/69802 0
Lero Lloyd Flugreisen GmbH	Schober	Herr	Michael		81440	Oberursel	Lessingstr. 7-9	06171/625348
IMG PRESSEAMT	Thiem	Herr		Management	71583	Affalterbach	Daimlerstr. 1	07144/30 22 40
Jayer AG	Prüssmann	Herr		Management	51368	Leverkusen	Postfach	0214/308401
JAYERAG	Gläser	Frau		User	51373	Leverkusen	Postfach	0214/308931
Jaimler Benz AG	Reif, Investor Relations, HPC 023	Herr		Management	70546	Stuttgart	PF Abt. RKE	0711/17-922 83
EXTRA Datenservice GmbH	Belz	Herr	Frank		50374	Erfstadt-Lechenich	An der Vogelrute 2	(02235) 95 55 80
Joehst AG	Loiles	Herr		Management	85926	Frankfurt	Brüningsstr. 50	069/33 09 410
Joehst AG ABT. CUKF 821 (MFax)	Krenzer	Herr		Management	65926	Frankfurt	Brüningsstr. 51	069/3050 8802
nfox GmbH	Eitel	Herr		Management	53229	Bonn-Beuel	Gorch-Fock-Str. 5	0228/9750-170
.TU	Schaumburg - <i>neht name</i>	Herr		Management	40468	Düsseldorf	Parsevallstr. 7b	0211/9418 424
Mercedes Benz	Hartmann	Herr		Management	70322	Stuttgart	Mercedesstr. 137	0711/17 209 88
Mercedes Benz AG Abt. HPC 1123	Sailer	Frau		User				0711/17 95 129
Micro Compact Car GmbH	Dr. Rieke	Herr			71272	Renningen	Industriestr. 8	07031/804 700
Radio NRW	Seidel	Herr		Management	46407	Oberhausen	Essenerstr. 55	0208/8587-116
Rheinhard Touristik u. Flugreisen GmbH	Steckel	Herr			40210	Düsseldorf	Bismarckstr. 33	0211/320167
RSB Logistic Delhey	Habel	Herr			50969	Köln	Neuer Weyerstraß	0221/3676-223
Screenline GmbH I. Gr.	Krieg	Frau			78464	Konstanz	Stadterstraße 18	0451/4986 40
FAS	von Bülow	Herr	Jobst		45131	Essen	Alfredstr. 182	0201/842 2421
Femic	Winkler	Frau			74072	Heilbronn	Theresienstr. 2	07131/672475
HR Tours /Tochter LTU	Schlingheider	Herr		Management	40468	Düsseldorf	Parsevallstr. 7b	0211/8415 102
HYSSSEN PR	Kerstling	Frau			40211	Düsseldorf	August-Thyssen-Str	0211/824-36782
NestLB	Ackermann	Herr		Management	40217	Düsseldorf	Herzogenstr. 15	0211/828-2267
NESTLB ABT. 01-541	Bertner	Frau		User				0211/828-2313
NESTLB Research GmbH/Aktienresearch	Cehlke	Frau		User	40217	Düsseldorf	Isabesthr. 44-4	0211/828-5098

\* = new or changed phone numbers






  
BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST  
WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

**Date:** May 7, 1998

**To:** Uli Huener

**cc:** Eileen File  
Tom Lutz

**From:** Burton Grad 

**Subject:** Customer Survey

In order to proceed with the customer survey, Specifics, Inc. needs to have the contact name, title and phone number for each check marked company on the attached x.400 list and for all of the companies on the fax list.

Please fax this information to Specifics at 770-391-0132 and to me at 203-222-8728 as soon as possible. Please start sending the information when you have done 15 names and then as you complete each additional 15.

Specifics plans to start its calls early on Tuesday, May 12th (Eastern time).

In addition, we are missing classification information for 14 companies on the x.400 list and 3 companies on the fax list. Please provide this information since we need extra interview candidates.

Who is customer CBU2 on the fax list? Is this an internal organization?

✓ - provide name and phone  
 - - provide classification information  
 438-X400.LST

P. 01/02  
 770 391 0132

SPECIFICS, Inc. / Atlanta

MAY-07-1998 15:53

EDI Hub EDI Spoke Mess Hub Mess Spoke

Company Name	Hub	Spoke	EDI	Messaging	Date Started	Revenue	EDI Hub	EDI Spoke	Mess Hub	Mess Spoke
AC-Service	Hub		EDI		10/10/96	2,401	X			
✓ Aral Card Service		Spoke	EDI		10/10/96	1,206		X		
✓ Braun AG	Hub		EDI		9/24/97	10,428	X			
✓ C & L Deutsche Revision		Spoke	EDI			2,614		X		
DeTeWe	Hub		EDI		10/10/96	2,862	X			
- E-Plus Mobilfunk GmbH	Hub				10/10/96	12,972				
✓ ECOS GmbH		Spoke	EDI			1,474		X		
✓ Flender AG, A.Friedr.	Hub	Spoke	EDI		10/10/96	4,674	X	X		
• Fresenius AG	Hub		EDI		10/10/96	2,400	X			
✓ Godas mbH u. Co. KG		Spoke	EDI		1/4/97	1,328		X		
- Haleko GmbH		Spoke			10/10/96	1,039				
Harting KGaA	Hub		EDI		6/24/97	2,041	X			
✓ Herfitz AG	Hub		EDI		10/10/96	19,502	X			
✓ Hutschenreuther	Hub		EDI		10/10/96	5,593	X			
✓ Kaiser Kabel GmbH	Hub	Spoke		Messaging	10/24/96	5,937			X	X
Brugmann Verwaltungs						3,215				
Carl Schenk						2,226				
E-Plus Service						4,216				
Gebr. Otto						1,626				
Heinrich Kopp						8,408				
ICA GmbH						6,179				
✓ Kauffhalle AG	Hub		EDI		10/10/96	10,428	X			
✓ Kaufhof Warenhaus AG	Hub		EDI		10/10/96	40,709	X			
- Killian & Co. GmbH		Spoke			10/10/96	4,136				
Klockner Moller GmbH	Hub		EDI		10/10/96	3,844	X			
Kruger GmbH & Co. KG	Hub		EDI		5/21/97	2,201	X			
✓ Langnese-Iglo GmbH	Hub		EDI		10/10/96	31,443	X			
✓ Levi Strauss Germany GmbH		Spoke	EDI		10/10/96	2,209		X		
✓ Ludwig Schokolade GmbH & Co. KG		Spoke	EDI		1/3/97	1,246		X		
✓ Markant Handels- und Service GmbH	Hub			Messaging	10/10/96	51,132			X	

13 7 1 1

Collage

EDI Mess<sup>01</sup> Mess  
Hub Spoke Hub Spoke

Company Name	Hub	Spoke	EDI	Messaging	Date Started	Revenue	EDI Hub	EDI Spoke	Mess <sup>01</sup> Hub	Mess Spoke
Meistermarken Werke GmbH	Hub		EDI		10/10/96	2,405	X			
Metro MGR	Hub		EDI		10/10/96	2,502	X			
✓ Power Logistics	Hub		EDI		10/10/96	14,205	(X)		(X)	
✓ Preussen Elektra AG	Hub			Messaging	10/10/96	40,344				
R.J. Reynolds Tobacco GmbH	Hub		EDI		10/10/96	2,651	X			
✓ Rigips GmbH		Spoke	EDI		10/10/96	4,070		(X)		
✓ Rittal-Werk Rudolf Loh GmbH		Spoke	EDI		10/10/96	2,075		(X)		
✓ Rohm GmbH	Hub			Messaging	10/10/96	13,729			(X)	
Schlalhorst AG & Co., W.	Hub		EDI		10/10/96	2,522	X			
Schwartauer Werke GmbH & Co.	Hub		EDI		10/10/96	6,955	(X)			
✓ Nokia Kabel GmbH	Hub			Messaging	10/10/96	11,897			(X)	
✓ Stadt Köln Rechenzentrum	Hub			Messaging	10/10/96	97,873			(X)	
✓ SYSECA	Hub			Messaging	10/10/96	4,012			(X)	
✓ Union Deutscher Lebensmittel	Hub		EDI		10/10/96	39,496	(X)			
✓ WERU AG	Hub			Messaging	1/2/97	90,620			(X)	
WIHA Werkzeuge Will Hahn GmbH	Hub		EDI		10/10/96	2,882	X			
Wolff Walstode AG	Hub		EDI			2,240	X			
SDS Slinnes						1,068				
Siz BayLB						5,200				
Siz Helaba						1,300				

14 missing classification information

NK network  
Cable -

9 2 4 0  
22 (9) (5) 1

Target 10 6 4 0

## ÜbergabeFaxAdressenMo110598

FIRMA	NAME	Anrede	Vorname	Kontaktart	PLZ	ORT	STRASSE	TELEFON
AER Reiseservice GmbH	Renner	Frau			10967	Berlin	Gräfestraße 71	030/69802 0
Aero Lloyd Flugreisen GmbH	Schober	Herr	Michael		61440	Oberursel	Lessingstr. 7-9	06171/625349
AMG PRESSEAMT	Thiem	Herr		Management	71583	Affalterbach	Daimlerstr. 1	07144/30 22 40
Bayer AG	Prüssmann	Herr		Management	51368	Leverkusen	Postfach	0214/308401
BAYERAG	Gläser	Frau		User	51373	Leverkusen	Postfach	0214/308931
Daimler Benz AG	x Reif, Investor Ref	Herr		Management	70546	Stuttgart	PF Abt. RKE	0711/17-922 83
EXTRA Datenservice GmbH	Beiz	Herr	Frank		50374	Erfstadt-Lechenich	An der Vogelrute 2	(02235) 95 55 80
Hoechst AG	Lohs	Herr		Management	65926	Frankfurt	Brüningstr. 50	069/33 09 410
Hoechst AG ABT. CUKF 821 (MFax)	Krenzer	Herr		Management	65926	Frankfurt	Brüningstr. 51	
Infoc GmbH	Eitel	Herr		Management	53229	Bonn-Beuel	Gorch-Fock-Str. 5	0228/9750-170
LTU	Broodthaers	Frau			40468	Düsseldorf	Parsevallstr. 7b	0211/9415206
Mercedes Benz	Hartmann	Herr		Management	70322	Stuttgart	Mercedesstr. 137	0711/17 209 88
Mercedes Benz AG Abt. HPC 1123	Sailer	Frau		User				
Micro Compact Car GmbH	Dr. Rieke	Herr			71272	Renningen	Industriestr. 8	
Radio NRW	Seidel	Herr		Management	46407	Oberhausen	Essenerstr. 55	0208/8587-116
Rheinhardt Touristik u. Flugreisen GmbH	Steckel	Herr			40210	Düsseldorf	Bismarckstr. 33	
RSB Logistic Delhey	Habet	Herr			50969	Köln	Neuer Weyerstraßer Weg 120 - 122	0221/3676-223
Screenline GmbH i. Gr.	Krieg	Frau			78464	Konstanz	Staaderstraße 18	07531/938116
TAS	Joost von Bülow	Herr			45131	Essen	Alfredstr. 182	0201/842 2421
Temic	Winkler	Frau			74072	Heilbronn	Theresienstr. 2	07131/672475
THYSSEN PR	Kersting	Frau			40211	Düsseldorf	August-Thyssen-Str. 1	0211/824-36782
WestLB	Ackemann	Herr		Management	40217	Düsseldorf	Herzogenstr. 15	0211/826-2267
WESTLB ABT. 01-541	Gertner	Frau		User				0211/826-6156
WESTLB Research GmbH/Aktienresearch	Kraiger	Herr		User	40217	Düsseldorf	Elisabethstr. 44-46	0211/826-01

address specification:  
 x = Herr Jochen Reif  
 Investor Relations  
 HPC 0232

## 438-FAX.LST

Company Name	Fax on Demand	Broadcast Fax	Date Started	Revenue
✓ AER Reiseservice GmbH		X		42,201
✓ Aero Lloyd Flugreisen GmbH	(X)			12,009
✓ AMG PRESSEAMT		X		7,100
✓ Bayer AG		X	1/4/97	33,939
Customer CBU2				30,538
✓ Daimier Benz AG		X	1/1/97	88,768
✓ EXTRA Dafenservice GmbH		X	9/22/97	8,086
✓ Hoechst AG		X	1/3/97	217,724
✓ Infox	(X)			2,985
✓ LBS		X		2,481
✓ LTU	(X)			70,081
✓ Mercedes Benz AG		X	2/2/98	65,799
✓ Micro Compact Car GmbH		X		3,259
✓ Radio NRW		X		41,997
✓ Rheinhardt Touristik u. Flugreisen GmbH		X		1,980
✓ RSB Logistic Delhey		X	8/8/97	3,130
✓ Screeline GmbH I. Gr.		X	10/12/96	37,755
✓ TAS		X		3,907
✓ Temic		X		1,542
- Thyssen AG		X		15,324
- Westdeutsche Landesbank		X		363,801
✓ WESTLB Research GmbH/Bodsearch		X	1/1/97	23,063

KC

3 - all

16 - all

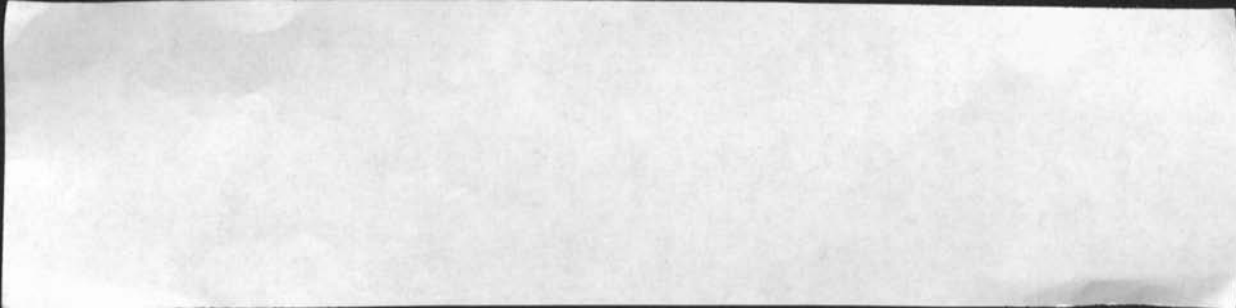
1,077,469

3 - no info on services used

~~no~~ name and address phone # for all 22  
on this list

CBU2 - old customers -  
not being serviced.

- 3 names



BG

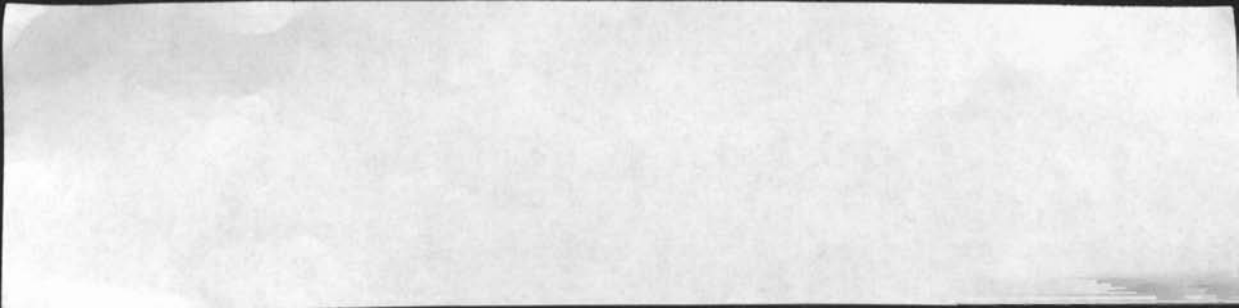
BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST  
WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

*Date:* May 18, 1998  
*To:* ✓ Eileen File  
*cc:* ✓ Morgan Crew  
*From:* Burton Grad

Please change the Cottage questionnaires as follows:

1. Retain Q16
2. Modify wording on Q17  
"And how would you rate Cottage's sales and marketing representations in terms of how their services were described compared to what you've received." 2nd sentence is O.K. as is.
3. Eliminate Q21
4. Retain Q26 - overall rating only, no attribute evaluation
5. Eliminate Q31
6. Retain Q35 and Q36

Do not give us responses to the eliminated questions even where you already have them.





**SPECIFICS**  
INCORPORATED

SURVEY

35 Glenlake Parkway, Suite 150  
Atlanta, Georgia 30328  
770/391-0013  
770/391-0132 Fax  
e-mail: (name) @ specifics.com

**FACSIMILE TRANSMISSION MEMORANDUM**

**The Facts:**

Specifics, Inc., a research and consulting firm, provides metric and management information through the following studies

- ✓ Customer Satisfaction
- ✓ Help Desk and User Support
- ✓ Employee Satisfaction
- ✓ Market Trends & Opportunities
- ✓ Win/Loss Analysis
- ✓ Image & Competitive Position
- ✓ IT Services Industry Analysis

**The Fax:**

The information contained herein is confidential.  
Please deliver to addressee only.

To: Burt Grad  
 Company: BGAI  
 Fax #: 203-222-8728

From: Eileen File  
 Project Code: 438  
 Date: 5/11/98

Burt --

Regarding the Cottage questionnaire, I would agree that with Uli that we could eliminate some of the questions for the following reasons:

**Q16 and 17** -- based on the date started, it seems as though most of the customers are more established, they may not remember the sales and marketing process clearly enough to provide an accurate rating.  
**Q21** -- can be eliminated, but recommend retaining **Q22**. We will only be asking this of the newer installs and if there were problems with the installation support the probe for Q22 will uncover this.  
**Q26** -- we probably don't need all of these attributes evaluated. I think we should, however, ask for a rating of technical support -- overall.  
**Q31** -- it makes sense not to ask this. In fact, many clients for whom we conduct satisfaction studies choose not to ask this for two reasons -- 1. admin functions are a dissatisfier -- when they're done right satisfaction does not increase significantly; but when they're done improperly, you hear about it. 2. most respondents who can address the critical issues in this questionnaire are not the same people who receive the invoices, therefore we do get a lot of don't know answers to this. In short, the question does not contribute significantly to the results of a satisfaction study, and if there are problems with these issues, they are usually uncovered in other places in the questionnaire.  
**Q35 and Q36** -- I strongly encourage keeping these questions -- the ratings and, more importantly, the probes tend to uncover issues that aren't dealt with in other places -- i.e., miscellaneous stuff.

The most critical questions are the two expectations questions -- these will tell us where needs are met and not met.

Eileen

pages including this one: 1

*BG recom-  
mation*

*Retain ✓*

*OK ✓*

*OK*

*OK*

*Retain*

o.tel.o

SURVEY~~File~~ File

## Fax

Empfänger  
Addresses : Sterling Commerce

zu Händen  
for attention of : Mr Morgen Crew

Fax  
Fax : 001-614-7181779/001-203-2228728/06102/701-144

Thema  
Subjects : Customer Survey

Absender  
Sender : Mr. Uli Huener

Seiten gesamt  
Pages total : 2

o.tel.o communications  
GmbH & Co.  
Heerdter Lohweg 35  
D-40549 Düsseldorf  
Tel 02 11-56 02-0  
http://www.o-tel-o.de  
eMail:  
martina.gallushi@  
o-tel-o.de

Dear Morgan,

Subsequent to our discussions with Burton Grad I would like to inform you of the following points:

1. Our suggestion to use a German speaking interviewer has been met. We have verified that the interviewer's skills are adequate to conduct the interviews
2. We have received a list of selected companies for both, the X.400 and Fax business to be interviewed starting Tuesday, May 12<sup>th</sup>. We will start forwarding corresponding names and phone numbers later today
3. We also received the Customer Satisfaction questionnaire in English which is currently being translated into German language. Please observe the following changes we would like to see regarding the questions as follows:

Remove the following questions: 17, 21, 22, 26, 31, 35 and 36 as they will distort the results for the following reasons:

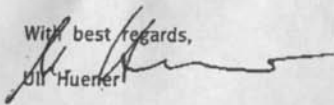
- a) For the last 4 months there have been no active sales & marketing activities with X.400 and Fax customers
- b) All Installations in the area of X.400 are projects which have been transferred to Sterling's SGI group
- c) Technical support, billing and overall company performance have not been focussed since beginning of the year due to transition of EDI and EDI support employees (EDI support has been 1<sup>st</sup> level contact for X.400 customers as well).

Datum  
11.05.98  
Kontakt  
Martina Gallushi  
Tel direkt  
5602-3201  
Fax direkt  
5602-3209

We therefore feel that due to above reasons the experience in some of the administrative function for such customers based on the last 4 months do not reflect the value of the generic business and should therefore be omitted. o.tel.o management feels strongly about this issue.

With best regards,

Uli Huener





## TELEFAX

An:

JURTON GRAD

Telefon:

Telefax:

001-203-222 8728

Von:

ULI HUENNER

Bereich: Value Added  
Network Serviceso.tel.o communications  
GmbH & Co.Bürogebäude Albertusbogen  
Heerdtter Lohweg 35  
40549 Düsseldorf

Telefon:

+49-2 11-56 02-

Telefax:

+49-2 11-56 02-32 09

Datum:

May 11, 1998

Anzahl Seiten

(inkl. Deckblatt):

1 + 1

 Kenntnisnahme Erledigung Rückruf Entscheidung bis Stellungnahme Rücksprache Unterschrift Rückgabe

Dear Mr. Grad,

Please find attached list of customers, names and phone numbers for the large accounts (Hochst, Mercedes, West LB) we have given multiple names for contact (Managers + users). Please interview all of them! For questions you can reach me at Toronto. I will call you Wednesday morning.

Regards,

Uli Huenner

## 438-FAX.LST

Company Name	Fax on Demand	Broadcast Fax	Date Started	Revenue
✓ AER Reiseservice GmbH		X		42,201
✓ Aero Lloyd Flugreisen GmbH	(X)			12,009
✓ AMG PRESSEAMT		X		7,100
✓ Bayer AG (2)		X	1/4/97	33,939
Customer CBU2				30,538
✓ Daimier Benz AG		X	1/1/97	88,768
✓ EXTRA Dafenservice GmbH		X	9/22/97	8,086
✓ Hoechst AG (2)		X	1/3/97	217,724
✓ Infox	(X)			2,985
✓ LBS		X		2,481
✓ LTU	(X)			70,081
✓ Mercedes Benz AG (2)		X	2/2/98	65,799
✓ Micro Compact Car GmbH		X		3,259
✓ Radio NRW		X		41,997
✓ Rheinhardt Touristik u. Flugreisen GmbH		X		1,980
✓ RSB Logistic Delhey		X	8/8/97	3,130
✓ Screeline GmbH I. Gr.		X	10/12/96	37,755
✓ TAS		X		3,907
✓ Temic		X		1,542
Thyssen AG		X		15,324
Westdeutsche Landesbank		X		363,801
✓ WESTLB Research GmbH/Bodsearch (2)		X	1/1/97	23,063

KC

3 - all

16 - all

1,077,469

3 - no info on services used  
~~also~~ name and address phone # for all 22  
 on this list

CBU2 - old customers -  
 not being serviced.

- 3 names

ÜbergabeFaxAdressenMo110598

FIRMA	NAME	Anrede	Vorname	Kontaktart	PLZ	ORT	STRASSE	TELEFON
AER Reiseservice GmbH	Renner	Frau			10967	Berlin	Graefestraße 71	030/69802 0
Aero Lloyd Flugreisen GmbH	Schober	Herr	Michael		61440	Oberursel	Lessingstr. 7-9	06171/625349
AMG PRESSEAMT	Thiem	Herr		Management	71583	Affalterbach	Daimlerstr. 1	07144/30 22 40
Bayer AG	Prüssmann	Herr		Management	51368	Leverkusen	Postfach	0214/308401
BAYERAG	Gläser	Frau		User	51373	Leverkusen	Postfach	0214/308931
Daimler Benz AG	x Reif, Investor Ref	Herr		Management	70548	Stuttgart	PF Abt. RKE	0711/17-922 83
EXTRA Datenservice GmbH	Belz	Herr	Frank		50374	Erfstadt-Lechenich	An der Vogelrute 2	(02235) 95 55 80
Hoechst AG	Lohs	Herr		Management	65926	Frankfurt	Brüningstr. 50	069/33 09 410
Hoechst AG ABT. CUKF 821 (MFax)	Krenzer	Herr		Management	65926	Frankfurt	Brüningstr. 51	
Infox GmbH	Eitel	Herr		Management	53229	Bonn-Beuel	Gorch-Fock-Str. 5	0228/9750-170
LTU	Broodthaers	Frau			40468	Düsseldorf	Parsevallstr. 7b	0211/9415206
Mercedes Benz	Hartmann	Herr		Management	70322	Stuttgart	Mercedesstr. 137	0711/17 209 88
Mercedes Benz AG Abt. HPC 1123	Sailer	Frau		User				
Micro Compact Car GmbH	Dr. Rieke	Herr			71272	Renningen	Industriestr. 8	
Radio NRW	Seidel	Herr		Management	46407	Oberhausen	Essenerstr. 55	0208/8587-116
Rheinhardt Touristik u. Flugreisen GmbH	Steckel	Herr			40210	Düsseldorf	Bismarckstr. 33	
RSB Logistic Delhey	Habet	Herr			50969	Köln	Neuer Weyerstraßer Weg 120 - 122	0221/3676-223
Screenline GmbH i. Gr.	Krieg	Frau			78464	Konstanz	Staaderstraße 18	07531/938116
TAS	Joost von Bülow	Herr			45131	Essen	Alfredstr. 182	0201/842 2421
Temic	Winkler	Frau			74072	Heilbronn	Theresienstr. 2	07131/672475
THYSSEN PR	Kersting	Frau			40211	Düsseldorf	August-Thyssen-Str. 1	0211/824-36782
WestLB	Ackermann	Herr		Management	40217	Düsseldorf	Herzogenstr. 15	0211/826-2267
WESTLB ABT. 01-541	Gertner	Frau		User				0211/826-6156
WESTLB Research GmbH/Aktienresearch	Krajger	Herr		User	40217	Düsseldorf	Elisabethstr. 44-46	0211/826-01

address specification:

x = Herr Jochen Reif  
Investor Relations  
HPC 0232

770 391 0132 P. 01-02

SPECIFICS, Inc. / Atlanta

MAY-07-1998 15:53

✓ - provide name and phone  
 - - provide classification information  
 438-X400.LST

EDI Hub EDJ Spoke Mess Hub Mess Spoke

Company Name	Hub	Spoke	EDI	Messaging	Date Started	Revenue	EDI Hub	EDJ Spoke	Mess Hub	Mess Spoke
AC-Service	Hub		EDI		10/10/96	2,401	X			
Aral Card Service		Spoke	EDI		10/10/96	1,206		X		
Braun AG	Hub		EDI		9/24/97	10,428	X			
C & L Deutsche Revision		Spoke	EDI			2,614		X		
DeTeWe	Hub		EDI		10/10/96	2,862	X			
E-Plus Mobilfunk GmbH	Hub				10/10/96	12,972				
ECOS GmbH		Spoke	EDI			1,474		X		
Flender AG, A.Friedr.	Hub	Spoke	EDI		10/10/96	4,674	X	X		
Fresenius AG	Hub		EDI		10/10/96	2,400	X			
Godas mbH u. Co. KG		Spoke	EDI		1/4/97	1,328		X		
Haleko GmbH		Spoke			10/10/96	1,039				
Harting KGaA	Hub		EDI		6/24/97	2,041	X			
Herlitz AG	Hub		EDI		10/10/96	19,502	X			
Hutschenreuther	Hub		EDI		10/10/96	5,593	X			
Kaiser Kabel GmbH	Hub	Spoke		Messaging	10/24/96	5,937			X	X
Brugmann Verwaftungs						3,215				
Carl Schenk						2,226				
E-Plus Service						4,216				
Gebr, Otto						1,626				
Heinrich Kopp						8,408				
ICA GmbH						6,179				
Kauffhalle AG	Hub		EDI		10/10/96	10,428	X			
Kaufhof Warenhaus AG	Hub		EDI		10/10/96	40,709	X			
Killian & Co. GmbH		Spoke			10/10/96	4,136				
Klockner Moller GmbH	Hub		EDI		10/10/96	3,844	X			
Kruger GmbH & Co. KG	Hub		EDI		5/21/97	2,201	X			
Langnese-Iglo GmbH	Hub		EDI		10/10/96	31,443	X			
Levi Strauss Germany GmbH		Spoke	EDI		10/10/96	2,209		X		
Ludwig Schokolade GmbH & Co. KG		Spoke	EDI		1/3/97	1,246		X		
Markant Handels- und Service GmbH	Hub			Messaging	10/10/96	51,132			X	

13 7 0 1

Collage

EDI EDI Mess. Mess  
Hub Spoke Hub Spoke

Company Name	Hub	Spoke	EDI	Messaging	Date Started	Revenue	EDI Hub	EDI Spoke	Mess. Hub	Mess. Spoke	TOTAL
Meistermarken Werke GmbH	Hub		EDI		10/10/96	2,405	X				
Metro MGR	Hub		EDI		10/10/96	2,502	X				
Power Logistics	Hub		EDI		10/10/96	14,205	(X)				
Preussen Elektra AG	Hub			Messaging	10/10/96	40,344				(X)	
R.J. Reynolds Tobacco GmbH	Hub		EDI		10/10/96	2,651	Y				
Rigips GmbH		Spoke	EDI		10/10/96	4,070		(X)			
Rittal-Werk Rudolf Loh GmbH		Spoke	EDI		10/10/96	2,075		(X)			
Rohm GmbH	Hub			Messaging	10/10/96	13,729				(X)	
Schlafhorst AG & Co., W.	Hub		EDI		10/10/96	2,522	X				
Schwartauer Werke GmbH & Co.	Hub		EDI		10/10/96	6,955	(X)				
Nokia Kabel GmbH	Hub			Messaging		11,897				(X)	
Stadt Koln Rechenzentrum	Hub			Messaging	10/10/96	97,873				(X)	
SYSECA	Hub			Messaging	10/10/96	4,012				(X)	
Union Deutscher Lebensmittel	Hub		EDI		10/10/96	39,496	(X)				
WERU AG	Hub			Messaging	1/2/97	90,620				(X)	
WIHA Werkzeuge Will Hahn GmbH	Hub		EDI		10/10/96	2,882	X				
Wolff Walstode AG	Hub		EDI			2,240	X				
SDS Slinnes						1,068					
Siz BayLB						5,200					
Siz Helaba						1,300					

14 missing classification information  
network  
NK -

9 2 4 0  
22 (9) (5) 1

Target 10 6 4 0

SPECIFICS, Inc. / Atlanta 770 391 0132 P. 02/02 MAY-07-1998 15:54





*Cottage*

BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST, WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

*also sent to  
Crew 5/11*

**Fax Transmission**

**Date:** May 6, 1998  
**To:** Rob Humphrey  
Tom Lutz  
Fax: 331-5523-6100  
**From:** Burton Grad  
**No. of Pages:** 15 (including cover sheet)

These are the questionnaires. Please give us your comments as soon as possible.

I spoke to Huener and gave him a copy of these questionnaires. I will bring you up to date on the customer names later today.

Huener says we must have German speaking interviewers. I am working with Specifics to solve this.

BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST, WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

**Fax Transmission**

***Date:*** May 6, 1998  
***To:*** Uli Huener  
Fax: 49-211-560-23209  
***From:*** Burton Grad  
***No. of Pages:*** 15 (including cover sheet)

**These are the questionnaires. Please give us your comments as soon as possible.**

Respondent #: \_\_\_\_\_  
 SPSS Data Entry: \_\_\_\_\_  
 WP Data Entry: \_\_\_\_\_

Interviewer: \_\_\_\_\_  
 Interview #: \_\_\_\_\_  
 Date of interview: \_\_\_\_\_

**COTTAGE**  
**Customer Satisfaction Study - Project #438 X.400 Services**  
 DRAFT 1 Questionnaire

1. Name:	2. Title:
3. Department:	4. Respondent Type Code:
5. Company:	6. Phone number:
7. Customer's City/Town:	8. Customer's Industry:
9. Account Size: 1. Small 2. Medium 3. Large	10. Account Type: 1. Hub 2. Spoke
11. Products/Services: 1. X.400 EDI	2. X.400 Messaging 3. Both

Hello, this is \_\_\_\_\_ from Specifics in Atlanta, Georgia. We are a research firm that conducts studies for companies that market computer software products and services. We are calling on behalf of Cottage who is ~~considering establishing a business alliance with an American firm. To support this alliance, Cottage~~ has asked us to call you to learn more about how their X.400 services are meeting your needs and to gain a better understanding of improvements you would like them to make in the future. I hope you will be able to help.

Are you the best person to talk with about your firm's use of X.400 services and your Company's relationship with COTTAGE?

1. Yes                                      2. No (Get new name / number): \_\_\_\_\_

Is this a convenient time for you to talk? *(If needed: This interview should take about 15 - 20 minutes.)*

1. Yes (Proceed)                              2. No (Schedule time): \_\_\_\_\_

12. What is your firm's **primary** need for X.400 services? Is it primarily:

1. EDI?                                      2. Messaging?                              3. Both equally?  
 6. DK                                      8. Other: \_\_\_\_\_

**COTTAGE Customer Satisfaction Study**

13. What hardware platform does your firm use for X.400 services?

- |                                    |                        |                |
|------------------------------------|------------------------|----------------|
| 1. PC (Probe for operating system) |                        |                |
| 11. Windows pre-3.11               | 12. Windows 3.11       | 13. Windows 95 |
| 14. DOS                            | 15. Mactintosh / Apple | 16. OS/2       |
| 2. Mainframe                       | 3. Unix                | 4. AS/4006     |
| 6. DK                              | 8. Other: _____        |                |

14. When did your Company first enter into a relationship with COTTAGE?

- |                    |                         |                    |
|--------------------|-------------------------|--------------------|
| 1. < 6 mos. ago    | 2. 6 mos. to 1 year ago | 3. 1 - 2 years ago |
| 4. 2 - 3 years ago | 5. > 3 years ago        | 6. DK              |

15. How long have you, personally, been using Cottage's X.400 services?

- |                |                     |                |
|----------------|---------------------|----------------|
| 1. < 6 mos.    | 2. 6 mos. to 1 year | 3. 1 - 2 years |
| 4. 2 - 3 years | 5. > 3 years        |                |

16. Were you involved in selecting Cottage as your firm's X.400 services vendor?

- |        |                   |
|--------|-------------------|
| 1. Yes | 2. No (Go to Q18) |
|--------|-------------------|

17. \_\_\_\_ And, how would you rate COTTAGE's sales and marketing representatives <sup>ions</sup> in terms of how they described their services compared to what you've received. Please use a scale of 1 to 9, where 1 means "what they described is **not at all** what we've received" and 9 means "what they described is **exactly** what we've received."  
*(wave descr: best)*

Comments (Probe for all 1, 2 and 8, 9 ratings):

---



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18. Were you involved in the installation of the X.400 services?

- |        |                   |
|--------|-------------------|
| 1. Yes | 2. No (Go to Q23) |
|--------|-------------------|

**COTTAGE Customer Satisfaction Study**

---

19. When did you install?

1. < or = 6 months ago

2. > 6 months (Go to Q23)

20. Did someone from COTTAGE assist you with the installation?

1. Yes

2. No (Go to Q22)

21. \_\_\_\_ On a scale of 1 to 9, where 1 is not at all satisfied and 9 is totally satisfied, please rate how satisfied you were with the installation support you received from COTTAGE, overall.

Comments (Probe for all 1, 2 and 8, 9 ratings):

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22. \_\_\_\_ On a scale of 1 to 9, where 1 = a nightmare and 9 = very easy, how would you rate the process of installing (p r o d u c t)?

Comments (Probe for all 1, 2 and 8, 9 ratings):

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23. In addition to COTTAGE, do you use any other vendors' X.400 services?

1. Yes (Probe for names of vendors and / or applications)

2. No others (Go to Q25)

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24. How does COTTAGE compare with other X.400 vendors you used, in terms of their services and support for their services?

3. Better

2. About the Same

1. Not as Good

6. DK

Comments (Probe gently for not as good -- what is not as good and which vendors are better):

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**COTTAGE Customer Satisfaction Study**

25. Now I'd like to ask you a few questions about technical support. On average, how often do you call COTTAGE for technical support?

1. Never called (Probe gently for reasons and Go to Q28)

2. Daily

3. Weekly

4. Monthly

5. Quarterly

6. Annually

Comments:

26. Next, I'm going to read a list of attributes for technical support and using the scale of 1 to 9, where 1 = very poor and 9 = excellent, I'd like you to rate COTTAGE's performance in each of these areas?

Technical Support Attributes	26. Performance
1. The time it takes to answer the telephone	1.
2. The time it takes to resolve the problem on the first call	2.
3. The time it takes to resolve a problem that could not be answered on the first call	3.
4. Responsiveness to messages you leave	4.
5. Courtesy of the staff	5.
6. Technical knowledge of the staff	6.
7. Product or application knowledge of the staff	7.
8. Industry / business knowledge of the staff	8.
9. Access to current information and / or problem status	9.
10. Technical Support, overall	10.

Comments (Probe for all 1, 2 and 8, 9 ratings -- specify attribute along with comments):

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**COTTAGE Customer Satisfaction Study**

27. Can COTTAGE do anything to improve its technical support?

1. Yes (Probe for details)

2. No

6. DK

Comments:

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28. Now I'd like to ask some questions about the X.400 services. I'm going to read a list of features and I'd like you to rate the performance of the COTTAGE services you use, on the 1 to 9 scale where 1 is very poor and 9 is excellent.

X.400 Services Attributes	28. Performance
1. Functionality (does what you want it to do)	1.
2. Quality (lack of bugs)	2.
3. Performance (speed)	3.
4. Security	4.
5. Ease of use (people interface)	5.
6. Ease of learning (intuitiveness of software)	6.
7. Online help	7.
8. Printed documentation (clarity and completeness)	8.
9. The X.400 services, overall	9.

Comments (Probe for all 1, 2 and 8, 9 ratings -- specify attribute along with comments. Ask: "How could it be better? What's missing?" or "What makes it so outstanding?"):

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**COTTAGE Customer Satisfaction Study**

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29. Are there expectations that you have that are being exceeded by COTTAGE?

1. Yes (Probe for details)                      2. No                      3. Maybe                      6. DK

Comments:

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30. And, are there expectations you have that are **NOT** being met by COTTAGE?

1. Yes (Probe for details)                      2. No                      3. Maybe                      6. DK

Comments:

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31. \_\_\_\_ On a scale of 1 to 9, where 1 is not at all satisfied and 9 is completely satisfied, please rate how satisfied you have been with COTTAGE's administrative function, and by this I mean things like the timeliness and accuracy of invoices.

Comments (Probe for all 1, 2 and 8, 9 ratings):

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32. Would you recommend COTTAGE's services to a friend in a similar business who needed to become X.400 capable?

1. Yes                      2. No                      3. Maybe                      6. DK

33. What advice would you give to a colleague who was considering using COTTAGE's X.400 services?

Comments:

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**COTTAGE Customer Satisfaction Study**

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34. If you were making the decision today, would you choose to use Cottage's X.400 services?

1. Yes (Probe for why)                      2. No (Probe for why not, for ex. changing platforms)  
3. Maybe (Probe for details)              6. DK

Comments:

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35. \_\_\_\_ On our 1 to 9 scale, how would you rate COTTAGE, overall, as a firm that makes it easy to do business with, where 1 is very difficult and 9 is very easy.

Comments (Probe for all 1, 2 and 8, 9 ratings):

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36. \_\_\_\_ And, on our 1 to 9 scale, please rate the value you receive from COTTAGE's services and support, for the money your Company spends, where 1 is very poor value and 9 is excellent value.

Comments (Probe for all 1, 2 and 8, 9 ratings):

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37. Is there anything else about the X.400 services or support you receive from COTTAGE you would like me to pass on to their Management Team?

1. Yes (Probe for details)                      2. No

Comments:

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**Thank you for your time. You've been very helpful.**

Respondent #: \_\_\_\_\_  
 SPSS Data Entry: \_\_\_\_\_  
 WP Data Entry: \_\_\_\_\_

Interviewer: \_\_\_\_\_  
 Interview #: \_\_\_\_\_  
 Date of interview: \_\_\_\_\_

**COTTAGE**  
**Customer Satisfaction Study - Project #438 FAX Services**  
**DRAFT I Questionnaire**

1. Name:	2. Title:
3. Department:	4. Respondent Type Code:
5. Company:	6. Phone number:
7. Customer's City/Town:	8. Customer's Industry:
9. Account Size: 1. Small 2. Medium 3. Large	10.
11. Products/Services:	1. Fax on demand      2. Broadcast fax      3. Both

Hello, this is \_\_\_\_\_ from Specifics in Atlanta, Georgia. We are a research firm that conducts studies for companies that market computer software products and services. We are calling on behalf of Cottage ~~who~~ <sup>who</sup> is considering establishing a business alliance with an American firm. To support this alliance, Cottage ~~has~~ <sup>is</sup> asked us to call you to learn more about how their fax products and services are meeting your needs and to gain a better understanding of improvements you would like them to make in the future. I hope you will be able to help.

Are you the best person to talk with about your firm's use of fax services and your Company's relationship with COTTAGE?

1. Yes                                      2. No (Get new name / number): \_\_\_\_\_

Is this a convenient time for you to talk? (If needed: This interview should take about 15 - 20 minutes.)

1. Yes (Proceed)                      2. No (Schedule time): \_\_\_\_\_

12. What is your firm's primary need for fax services? Is it primarily:

1. Fax-on-demand?                      2. Broadcast fax?                      3. Both equally?  
 6. DK                                      8. Other: \_\_\_\_\_

**COTTAGE Customer Satisfaction Study**

13. What hardware platform does your firm use for X.400 services?

1. PG (Probe for operating system)

11. Windows pre-3.11

14. DOS

12. Windows 3.11

15. Mactintosh / Apple

13. Windows 95

16. OS/2

2. Mainframe

3. Unix

4. AS/4006

6. DK

8. Other: \_\_\_\_\_

14. When did your Company first enter into a relationship with COTTAGE?

1. < 6 mos. ago

2. 6 mos. to 1 year ago

3. 1 - 2 years ago

4. 2 - 3 years ago

5. > 3 years ago

6. DK

15. How long have you, personally, been using Cottage's fax services?

1. < 6 mos.

2. 6 mos. to 1 year

3. 1 - 2 years

4. 2 - 3 years

5. > 3 years

16. Were you involved in selecting Cottage as your firm's fax services vendor?

1. Yes

2. No (Go to Q18)

17. \_\_\_\_\_ And, how would you rate COTTAGE's sales and marketing representatives in terms of how they described their products and services compared to what you've received. Please use a scale of 1 to 9, where 1 means "what they described is **not at all** what we've received" and 9 means "what they described is **exactly** what we've received."

**Comments (Probe for all 1, 2 and 8, 9 ratings):**

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18. Were you involved in the installation of fax services?

1. Yes

2. No (Go to Q23)

**COTTAGE Customer Satisfaction Study**

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19. When did you install?

1. < or = 6 months ago

2. > 6 months (Go to Q23)

20. Did someone from COTTAGE assist you with the installation?

1. Yes

2. No (Go to Q22)

21. \_\_\_\_ On a scale of 1 to 9, where 1 is not at all satisfied and 9 is totally satisfied, please rate how satisfied you were with the installation support you received from COTTAGE, overall.

Comments (Probe for all 1, 2 and 8, 9 ratings):

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22. \_\_\_\_ On a scale of 1 to 9, where 1 = a nightmare and 9 = very easy, how would you rate the process of installing (p r o d u c t)?

Comments (Probe for all 1, 2 and 8, 9 ratings):

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---

23. In addition to COTTAGE, do you use any other vendors' fax services?

1. Yes (Probe for names of vendors and / or applications)

2. No others (Go to Q25)

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---

24. How does COTTAGE compare with other fax vendors you used, in terms of their services and support for their services?

3. Better

2. About the Same

1. Not as Good

6. DK

Comments (Probe gently for not as good -- what is not as good and which vendors are better):

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**COTTAGE Customer Satisfaction Study**

25. Now I'd like to ask you a few questions about technical support. On average, how often do you call COTTAGE for technical support?

1. Never called (Probe gently for reasons and Go to Q28)

2. Daily

3. Weekly

4. Monthly

5. Quarterly

6. Annually

Comments:

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26. Next, I'm going to read a list of attributes for technical support and using the scale of 1 to 9, where 1 = very poor and 9 = excellent, I'd like you to rate COTTAGE's performance in each of these areas?

Technical Support Attributes	26. Performance
1. The time it takes to answer the telephone	1.
2. The time it takes to resolve the problem on the first call	2.
3. The time it takes to resolve a problem that could not be answered on the first call	3.
4. Responsiveness to messages you leave	4.
5. Courtesy of the staff	5.
6. Technical knowledge of the staff	6.
7. Service or application knowledge of the staff	7.
8. Industry / business knowledge of the staff	8.
9. Access to current information and / or problem status	9.
10. Technical Support, overall	10.

Comments (Probe for all 1, 2 and 8, 9 ratings -- specify attribute along with comments):

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**COTTAGE Customer Satisfaction Study**

27. Can COTTAGE do anything to improve its technical support?

1. Yes (Probe for details)

2. No

6. DK

Comments:

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28. Now I'd like to ask some questions about the fax services. I'm going to read a list of features and I'd like you to rate the performance of the COTTAGE product you use, on the 1 to 9 scale where 1 is very poor and 9 is excellent.

Fax Services Attributes	28. Performance
1. Functionality (does what you want it to do)	1.
2. Quality (lack of bugs)	2.
3. Performance (speed)	3.
4. Security	4.
5. Ease of use (people interface)	5.
6. Ease of learning (intuitiveness of software)	6.
7. Online help	7.
8. Printed documentation (clarity and completeness)	8.
9. The fax services, overall	9.

Comments (Probe for all 1, 2 and 8, 9 ratings -- specify attribute along with comments. Ask: "How could it be better? What's missing?" or "What makes it so outstanding?"):

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**COTTAGE Customer Satisfaction Study**

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29. Are there expectations that you have that are being exceeded by COTTAGE?

1. Yes (Probe for details)                      2. No                      3. Maybe                      6. DK

Comments:

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---

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---

30. And, are there expectations you have that are **NOT** being met by COTTAGE?

1. Yes (Probe for details)                      2. No                      3. Maybe                      6. DK

Comments:

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31. \_\_\_\_\_ On a scale of 1 to 9, where 1 is not at all satisfied and 9 is completely satisfied, please rate how satisfied you have been with COTTAGE's administrative function, and by this I mean things like the timeliness and accuracy of invoices.

Comments (Probe for all 1, 2 and 8, 9 ratings):

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---

---

---

32. Would you recommend COTTAGE's services to a friend in a similar business who needed to become fax capable?

1. Yes                      2. No                      3. Maybe                      6. DK

33. What advice would you give to a colleague who was considering using COTTAGE's fax services?

Comments:

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**COTTAGE Customer Satisfaction Study**

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34. If you were making the decision today, would you choose to use COTTAGE's fax services?

1. Yes (Probe for why)                      2. No (Probe for why not, for ex. changing platforms)  
3. Maybe (Probe for details)              6. DK

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

35. \_\_\_\_\_ On our 1 to 9 scale, how would you rate COTTAGE, overall, as a firm that makes it easy to do business with, where 1 is very difficult and 9 is very easy.

Comments (Probe for all 1, 2 and 8, 9 ratings): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

36. \_\_\_\_\_ And, on our 1 to 9 scale, please rate the value you receive from COTTAGE's software and services, for the money your Company spends, where 1 is very poor value and 9 is excellent value.

Comments (Probe for all 1, 2 and 8, 9 ratings): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

37. Is there anything else about the fax services you receive from COTTAGE you would like me to pass on to their Management Team?

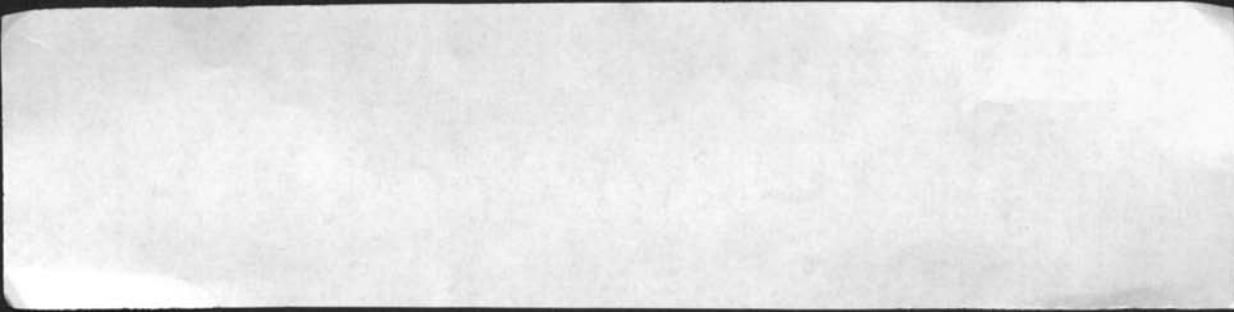
1. Yes (Probe for details)                      2. No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Thank you for your time. You've been very helpful.**

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*Cottage*

Subj: Project Cottage Customer Survey  
Date: 98-04-23 04:56:03 EDT  
From: tom\_lutz@ig.stercomm.com  
To: burtgrad@aol.com

Burt,

Just wanted to let you know that I talked to Joe Bloomberg and told him that we need more information from Cottage before we can finalize the Customer Survey parameters. We do want separate surveys for fax and messaging. Morgan Crew and I have a conference call this afternoon (Thursday) Paris time with Cottage to resolve the information required. If they can't supply it to us readily, and it has to wait until we are there next week, I will call Joe from Germany with the necessary information. Morgan understands the schedule.

Hope you're feeling better.

Regards,  
Tom



----- Headers -----

Return-Path: <tom\_lutz@ig.stercomm.com>  
Received: from relay30.mx.aol.com (relay30.mail.aol.com [172.31.109.30]) by air12.mx.aol.com (vx) with SMTP; Thu, 23 Apr 1998 04:56:03 -0400  
Received: from sci.ig.stercomm.com ([194.3.120.6])  
by relay30.mx.aol.com (8.8.5/8.8.5/AOL-4.0.0)  
with SMTP id EAA18164 for <burtgrad@aol.com>;  
Thu, 23 Apr 1998 04:56:01 -0400 (EDT)  
From: tom\_lutz@ig.stercomm.com  
Received: sci.ig.stercomm.com  
id AA01651; Thu, 23 Apr 1998 10:54:07 +0100  
Message-Id: <9804238933.AA893321324@ig.stercomm.com>  
X-Mailer: ccMail Link to SMTP R6.01.01  
Date: Thu, 23 Apr 98 10:41:00 +0100  
To: <burtgrad@aol.com>  
Subject: Project Cottage Customer Survey  
Mime-Version: 1.0  
Content-Type: text/plain; charset=US-ASCII  
Content-Transfer-Encoding: 7bit


BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST  
WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

SENT

**Date:** May 6, 1998

**To:** Rob Humphrey  
Tom Lutz

**Copy:** Morgan Crew  
Eileen File

**From:** Burton Grad 

**Subject:** Cottage Customer Survey

The first draft questionnaires were sent separately for your review and comments:

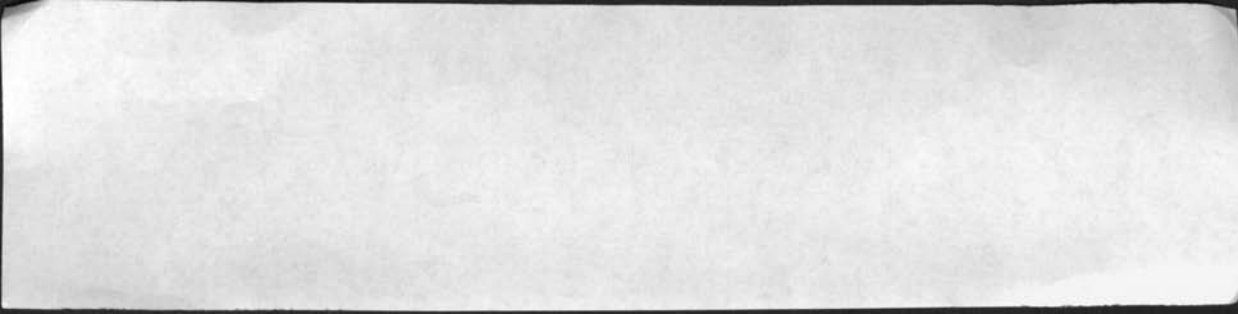
1. X.400 EDI and Messaging Services for Hubs and Spokes
2. Fax services for Fax on Demand and Broadcast Fax

You have faxed these questionnaires to the principal contact at Cottage for his timely feedback.

In addition, Specifics is in the process of selecting around 70 customers from the list of 200 supplied by Cottage as candidates for telephone calls. I will review the list and will fax it to you and to the principal contact at Cottage for his review, so that he can provide contact name, title and telephone number for each company. He cannot provide English speaking contacts, so Specifics is in the process of obtaining one or more German speaking interviewers. Eileen File is making good progress on this.

We are requesting at least the first 25 names by late Friday, May 8. The mixture of calls will attempt to meet your goals as closely as possible. Specifics wishes to start the calls during the week of May 11.

Please call me if you have any questions.



BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST  
WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

**Date:** May 6, 1998  
**To:** Uli Huener  
**Copy:** Morgan Crew (no attachments)  
Tom Lutz (no attachments)  
Rob Humphrey (no attachments)  
**From:** Burton Grad *Burton Grad*  
**Subject:** Customer Survey

The first draft questionnaires were sent separately for your review and comments.

1. X.400 EDI and Messaging Services for Hubs and Spokes
2. Fax services for Fax on Demand and Broadcast Fax

Please contact Eileen File at Specifics (telephone 770-391-0013) to discuss any items you wish to delete or add or where you wish to modify the wording. Try to call her late on Thursday so the questionnaires can be ready by end of day Thursday.

Specifics will select around 70 customers from the list of 200 supplied by you as candidates for telephone calls. We will send you this list on Thursday.

Meanwhile, please provide contact name, title and telephone number for each company on the X.400 list for which you had revenues over DM 10,000 in 1997 (except for VEBA organizations). Specifics has contacted an experienced research interviewer who speaks fluent German. They are verifying her background. Meanwhile, we would like to have you interview her in German before we retain her. Her name is Laurie Stapel; her phone number is 770-614-0086. She is available on Thursday, May 7 from 12 noon to 1pm at the above phone. You do not need to mention the name of your company or my client. Please verify that she is sufficiently skilled in German and German business terminology to conduct the interviews successfully

*German Time!*

**Laurie E. Stapel**  
 1465 Ridgemill Terrace  
 Decatur, GA 30019  
 Tel./Fax 770.614.0086

# Fax

*Burt Grad*  
 To: Eileen FINE, Project Mgr. From: Laurie E. Stapel  
 Fax: 770-391-0132 *203-222-8718* Pages: 2  
 Phone: 770-391-0013 *203-222-8718* Date: 05/06/98

Dear Eileen:

It was a pleasure talking to you today. I am looking forward to speaking with Uli tomorrow morning and meeting with you soon to learn more about Specifics Inc.

Attached please find a copy of my resume for your review. I will contact you tomorrow to get directions and make arrangements for us to meet on Friday. I thought Friday afternoon might be a good time, leaving some room for you to discuss things with your client first.

If you need to contact me for any reason, I can be reached at home: 770.614.0086, or work: 770.493.9305 ext. 109

Regards

*Laurie E. Stapel*

MAY 03 '98 12:50 THE STAPELS

**Laurie E. Stapel**

1465 Ridgemill Terrace  
 Dacula, Georgia 30019  
 Tel./Fax: (770) 614-0086

**Objective**

To obtain a challenging position in an environment which enables me to utilize and expand upon my education and previous work experiences.

**Education**

1992 - 1994

**Städtische Kaufmännische Schule III**  
*Düsseldorf, NRW Germany*

Diploma: International Business  
 Other Certifications: Commercial Translation German/English  
 Offices held: Class President, School Board Student Representative

1987 - 1989

**College of Notre Dame of Maryland**  
*Baltimore, MD*

Major: International Relations, Minor: Foreign Languages  
 Diploma: Completed in Germany  
 Offices held: Political Society Class Representative

**Work Experience**

1996 - present

**German American Trade Center, Corp.**  
*Tucker, Georgia*

Position: Executive Administrator

1995 - 1996

**Sovereign Motors Inc.**  
*Buffalo, New York*

Position: Business Restructuring, Manager

1990 - 1994

**Kauffring AG**  
*Düsseldorf, NRW Germany*

Position: International Buyer

**Volunteer experience**

1989 - 1990

**International Youth Exchange Program**  
**Friedensdorf International**  
*Oberhausen, NRW Germany*

Position: Aide for children from war-torn countries and crises areas

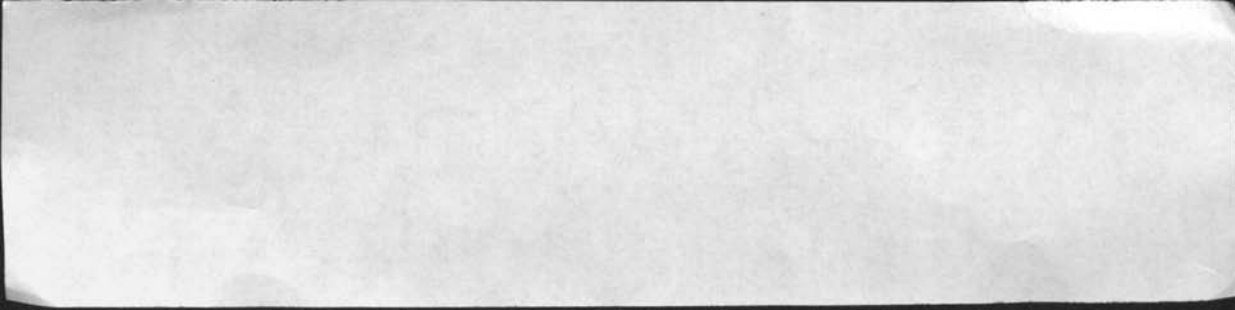
**PC-Skills**

MS-DOS, Windows, Microsoft Office, Peachtree Accounting, Quicken

**Languages**

Fluent German, some Spanish





5/2/98

X.400

1. On missing 14 get class info -

2. Contact names title phone #  
for all EDI <sup>spoke</sup> + all users hub (14)3. Contact names, etc for Top <sup>9</sup> EDI Hub

FAX

all 19

3 - 70D

16 - Broadcast

+ 3 not defined

OK Centron CBU 2

Candidates

	<u>EDI Hub</u>	<u>EDI Spoke</u>	<u>Mass Sheet</u>		<u>UNK</u>
X.400	9	9	5	= 23	14
target	10	6	4		
FAX	<del>3</del> 3	<u>Best FAX</u> 16	<u>UNK</u> 3	= 22	
target	3	12		<u>45</u>	

Will add ~10 more  
for EDI <sup>hub</sup> ~~target~~

Kunden X.400

o.tel.o

KUNDENID	FIRMA	AUFTRAGS	DIENSTART	EDI vs Messaging		Hub vs Spoke		PREISLISTE
200500	AC-Service	10.10.98	PRMD-Service	X		X		A Standard PRMD
201041	Adtranz (Stefan Zsamberi Katst. 6441)	01.01.97	Mailbox-Service P7	X		X		Mailbox-Service P7 Februar 97
200502	AR Arbeitsschutz Röttger GmbH	10.10.98	EDI-Messaging	X		X	X	A Rahmenvertrag LPM EDI-AU
200501	ARAL Card Service GmbH	10.10.98	EDI-Messaging	X				EDI-OUTSOURCING Januar 97
202184	BMW AG	02.07.97	Mailbox-Service P7	X		X		Mailbox-Service P7 Februar 97
202682	Börmers Holdinggesellschaft	07.11.97	Mailgate-8400 (P7-Mailbox)	X			X	Mailgate-8400 (P7-Mailbox) August 97
200505	Bommanius GmbH	10.10.98	EDI-Messaging	X				A EDI-AU Standard
202520	Braun AG (PRMD)	24.09.97	PRMD-Service	X		X		PRMD-Service Februar 97
200507	Brenntag Chemievertrieb GmbH	10.10.98	EDI-Messaging	X		X		A EDI-AU Standard
200506	Brilbox	10.10.98	EDI-Messaging	X		X		A EDI-AU Brilbox
200509	Brüggemann Unternehmensgruppe	10.10.98	PRMD-Service	X		X		A Standard PRMD
200510	BW/P Pacific Wietz GmbH & Co KG	10.10.98	EDI-Messaging	X			X	A Rahmenvertrag LPM EDI-AU
202203	C&L Deutsche Revision		Mailbox-Service P7	X			X	Mailbox-Service P7 Februar 97
200511	Continental AG	10.10.98	PRMD-Service	X		X		A PRMD-Kopplung Continental
201038	Dandn Vertriebsgesellschaft mbH		Mailbox-Service P7	X			X	Mailbox-Service P7 Oktober 96
200513	DeTeWe	10.10.98	PRMD-Service	X		X		A Standard PRMD
202686	Deutsche Bundesbank	19.11.97	Mailbox-Service P7		X	X		Mailbox-Service P7 Februar 97
200514	E-Plus Mobilfunk GmbH	10.10.98	PRMD-Service			X		A PRMD-Kopplung VEGA AG
201037	E-Plus Potsdam		PRMD-Service				X	PRMD-Service Oktober 96
201057	ECOS GmbH		Mailbox-Service P7	X			X	Mailbox-Service P7 Oktober 96
200527	Emil Kriegbaum GmbH & Co. KG	10.10.98	EDI-Messaging	X		X		A Rahmenvertrag LPM EDI-AU
200515	Erdölbevorzugungsverband	10.10.98	Mailbox-Service P7		X		X	A Rahmenvertrag LPM EDI-AU
200233	F.W. Langguth Erben GmbH & CO KG		Mailbox-Service P7				X	Mailbox-Service P7 Oktober 96
201248	Flender AG / EDI-OUTSOURCING	01.03.97	Mailbox-Service P7	X		X	X	EDI-OUTSOURCING Oktober 96
200518	Flender AG, A. Friedr.	10.10.98	PRMD-Service	X		X		A Standard PRMD
200517	Fresenius AG	10.10.98	PRMD-Service	X		X		A PRMD-Kopplung Continental
202280	Godes mbH u. Co. KG	01.04.97	Mailbox-Service P7	X			X	Mailbox-Service P7 Februar 97
200518	Goethe Buchhandlung	10.10.98	EDI-Messaging	X			X	A EDI-AU Schroll
201623	Gräf. von Hardenbergsche Kambrennerrei	24.04.97	Mailbox-Service P7	X		X		Mailbox-Service P7 Februar 97
200234	Gruner + Jahr AG & Co.	11.11.96	Mailbox-Service P7	X		X		Mailbox-Service P7 Oktober 96
201624	GSW Gäms Stahlwaren GmbH	01.04.97	Mailbox-Service P7				X	Mailbox-Service P7 Februar 97
200572	Haleko GmbH	10.10.98	Mailbox-Service P7				X	Mailbox-Service P7 Oktober 96
200519	Hansen & Gieraths	10.10.98	EDI-Messaging	X			X	A Rahmenvertrag LPM EDI-AU
202164	Harting KG&A	24.08.97	PRMD-Service	X		X		PRMD-Service Februar 97
201084	Herbert Güloy & Söhne GmbH & Co. KG	01.01.97	Mailbox-Service P7	X			X	Mailbox-Service P7 Oktober 96
200520	Herlitz AG	10.10.98	PRMD-Service	X		X		PRMD-Service Februar 97
200521	Hutscherreuther	10.10.98	PRMD-Service	X		X		A Standard PRMD
201243	IPV GmbH	01.03.97	Mailbox-Service P7				X	Mailbox-Service P7 Oktober 96
200251	Kaiser Kabel GmbH	24.10.98	PRMD-Service		X		X	PRMD-Service Oktober 96

KUNDENID	FIRMA	AUFTRAGS	DIENSTART	EDI vs Messaging	Hub vs Spoke	PREISLISTE
200577	Kaufhaus AG	10.10.96	Mailbox-Service P7	X		PRMD-Service Kaufhof 01-09/97
200578	Kaufhof Mode + Sport GmbH	10.10.96	Mailbox-Service P7	X	X	PRMD-Service Kaufhof 01-09/97
200522	Kaufhof Warenhaus AG	10.10.96	Mailbox-Service P7	X	X	PRMD-Service Kaufhof 01-09/97
200571	Kilian & Co. GmbH	10.10.96	Mailbox-Service P7		X	Mailbox-Service P7 Oktober 96
200523	Kleinhaus, Henmann GmbH & Co. KG	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200524	Klöckner Möller GmbH	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung Klöckner-Möller
200525	Kopp, Heinrich AG	10.10.96	PRMD-Service	X	X	A Standard PRMD
200580	Krauth, AD GmbH & Co (Sprint)	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
201904	Krüger GmbH & Co. KG	21.05.97	PRMD-Service	X	X	PRMD-Service Februar 97
200528	Kuchenmeister GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200575	Kuoni Reisen	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200529	Landis & Gyr Deutschland GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200531	Langnese-Iglo GmbH	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200531	Levi Strauss Germany GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
201245	Ludwig Schokolade GmbH & Co.KG	01.03.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200532	Markant Handels- und Service GmbH	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200534	Melstermarken Werke GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200542	Metro MGR	10.10.96	PRMD-Service	X	X	A Standard PRMD
200535	New Yorker Import GmbH & Co.	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200250	NK Networks GmbH		PRMD-Service			PRMD-Service Oktober 96
200536	Nösse Datentechnik	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200537	OLG Dresden	10.10.96	PRMD-Service	X	X	A Standard PRMD
200538	OTTO KG	10.10.96	PRMD-Service	X	X	A Standard PRMD
202521	Pahl & Bartsch	24.09.97	PRMD-Service	X	X	Mailbox-Service P7 Februar 97
200539	Philips GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Schroff
200540	Power Logistics	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung Powerlogistics
200541	PREUSSAG Stahl AG / GESIS	10.10.96	PRMD-Service	X	X	A Standard PRMD
200551	Preussen Elektra AG	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200543	R. J. Reynolds Tobacco GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
201085	Rafffeisen-Waren-Zentrale Rheinland eG	01.01.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200544	Rigips GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200545	Rittal-Werk Rudolf Loh GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200546	Rohm GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200547	Saarpor Klaus Eckhardt GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Saarpor
200549	Schenk, Carl AG	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200550	Schlafhorst AG & Co., W.	10.10.96	PRMD-Service	X	X	A Standard PRMD
200551	Schneider Electric GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200553	Schwarzbauer Werke GmbH & Co	10.10.96	EDI-Messaging	X	X	A EDI-AU Schwarzbauer Werke
201086	Schwarze & Schlichte GmbH	01.01.97	Mailbox-Service P7		X	Mailbox-Service P7 Oktober 96

\* NOKIA Kabel GmbH

Kunden X.400

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	EDI vs Messaging		Hub vs Spoke		PREISLISTE
200573	Sengelmenn & Schina GmbH & Co. KG	10.10.96	Mailbox-Service P7	X			X	Mailbox-Service P7 Oktober 96
200568	Sieger Wolppappe	10.10.96	Mailbox-Service P7	X			X	Mailbox-Service P7 Oktober 96
202664	SIZ Informatikzentrum der SKO GmbH	13.11.97	PRMD-Service		X	X		PRMD-Service Februar 97
200554	Stadt Köln Rechenzentrum	10.10.96	PRMD-Service			X		A Standard PRMD
200555	sinners-data-service GmbH	10.10.96	PRMD-Service	X		X		A Standard PRMD
200556	SYSECA	10.10.96	PRMD-Service		X	X		A Standard PRMD
200557	Union Deutscher Lebensmittel	10.10.96	PRMD-Service	X		X		PRMD-Service Februar 97
200558	Universität Göttingen	10.10.96	EDI-Messaging	X			X	A Rahmenvertrag LPM EDI-AU
200559	VEBA AG	10.10.96	PRMD-Service		X	X		A PRMD-Kopplung VEBA AG
200560	VEBA OEL AG	10.10.96	PRMD-Service	X	X	X		PRMD-Service Februar 97
200576	VEBA OEL International	10.10.96	Mailbox-Service P7		X	X		Mailbox-Service P7 Oktober 96
200561	VEBACOM GmbH	10.10.96	PRMD-Service		X			A PRMD-Kopplung VEBA AG
200533	VEBACOM Netz GmbH	10.10.96	PRMD-Service		X			A Standard PRMD
200579	Vobis	10.10.96	Mailbox-Service P7	X		X		PRMD-Service Kaufhof 01-09/97
200563	Wandt, Wilhelm	10.10.96	EDI-Messaging	X			X	A EDI-AU Schreff
201251	Weco Pyrotechnische Fabrik GmbH	01.03.97	Mailbox-Service P7	X			X	Mailbox-Service P7 Februar 97
200584	Weidmüller GmbH & Co.	10.10.96	EDI-Messaging	X			X	A EDI-AU Standard
201101	WERU AG	01.02.97	Mailbox-Service P7		X	X		Mailbox-Service P7 Oktober 96 WERU AG
200585	WIHA Werkzeuge Willi Hahn GmbH &	10.10.96	PRMD-Service	X		X		A Standard PRMD
202323	Wolff Welsrode AG		PRMD-Service	X		X		PRMD-Service Februar 97

- EDI Hub  
- EDI Spoke

## revenue X.400 services

customer X.400 service	revenue 1997	% revenue
AC-Service GmbH	2.401	0,24%
AR Arbeitsschutz Röttger GmbH	121	0,01%
ARAL Card Service GmbH	1.208	0,12%
Babcock Sempeli AG	120	0,01%
BMW AG		
Bömers Holdinggesellschaft		
Bonmaris GmbH	295	0,03%
Braun AG	10.428	1,04%
Brenntag AG	363	0,04%
Brillux	133	0,01%
Brüggemann Verwaltungsgesellschaft	3.215	0,32%
Bundesnoarkammer	90	0,01%
BWIP Pacific Wietz GmbH & Co. KG	133	0,01%
C & L Deutsche Revision	2.614	0,26%
Carl Schenk AG	2.226	0,22%
Dancin Vertriebsgesellschaft mbH	580	0,08%
Data Becker GmbH & Co. KG	590	0,06%
DaTeWe IVG mbH	2.882	0,28%
Deutsche Bundesbank		
E-Plus Mobilfunk GmbH	12.972	1,29%
e-plus Service GmbH	4.218	0,42%
EBV Erdöbevorstehungsverband	120	0,01%
ECOS GmbH	1.474	0,15%
Emil Kriegbaum GmbH & Co. KG	120	0,01%
F.W. Languth Erben GmbH & Co. KG	440	0,04%
Flender AG, A. Friedr.	4.674	0,46%
Fressenius AG	2.400	0,24%
Gebr. Otto KG	1.626	0,16%
Godas	1.328	0,13%
Goethe Buchhandlung	204	0,02%
Gräf, von Hardenberg'sche Kombrennerei	521	0,05%
Gruner + Jahr AG & Co.	-140	-0,01%
GSW Gäns Stahlwaren GmbH	320	0,03%
Haleko GmbH	1.039	0,10%
Hansen & Gieraths	541	0,05%
Hary Brot		
Harting KGaA	2.041	0,20%

customer X.400 service	revenue Jan - march 1998				% revenue
	Jan 98	Feb 98	Mrz 98	YTD 1998	
AC-Service GmbH	200	200	200	600	0,15%
AR Arbeitsschutz Röttger GmbH	10	10	10	30	0,01%
ARAL Card Service GmbH	125	463	153	741	0,19%
Babcock Sempeli AG					
BMW AG	40	40	40	120	0,03%
Bömers Holdinggesellschaft	40	40	40	120	0,03%
Bonmaris GmbH	17	24	26	66	0,02%
Braun AG	1.545	2.075	2.198	5.818	1,49%
Brenntag AG	33	33	39	105	0,03%
Brillux	10	10	11	31	0,01%
Brüggemann Verwaltungsgesellschaft	227	291	318	836	0,21%
Bundesnoarkammer					
BWIP Pacific Wietz GmbH & Co. KG	10	10	10	30	0,01%
C & L Deutsche Revision	201	209	212	623	0,16%
Carl Schenk AG	235	188	218	641	0,16%
Dancin Vertriebsgesellschaft mbH	40	40	40	120	0,03%
Data Becker GmbH & Co. KG					
DaTeWe IVG mbH	218	223	225	664	0,17%
Deutsche Bundesbank	850	850	850	2.550	0,65%
E-Plus Mobilfunk GmbH	918	864	613	2.392	0,61%
e-plus Service GmbH	202	200	214	616	0,16%
EBV Erdöbevorstehungsverband	10	11	10	32	0,01%
ECOS GmbH	260	184	223	667	0,17%
Emil Kriegbaum GmbH & Co. KG	10	10	10	30	0,01%
F.W. Languth Erben GmbH & Co. KG	40	40	40	120	0,03%
Flender AG, A. Friedr.	456	461	477	1.404	0,36%
Fressenius AG	200	200	200	600	0,15%
Gebr. Otto KG	200	200	200	600	0,15%
Godas	206	313	331	850	0,22%
Goethe Buchhandlung	12	15	23	50	0,01%
Gräf, von Hardenberg'sche Kombrennerei	60	60	63	183	0,05%
Gruner + Jahr AG & Co.	62	64	60	186	0,05%
GSW Gäns Stahlwaren GmbH	40	40	40	120	0,03%
Haleko GmbH	85	100	126	312	0,08%
Hansen & Gieraths	104	62	83	248	0,06%
Hary Brot			7.381	7.381	1,89%
Harting KGaA	200	200	200	600	0,15%

revenue X.400 services

customer X.400 service	revenue 1997	% revenue
Heinrich Kopp AG	8.408	0,84%
Herbert Gilly & Söhne GmbH & Co. KG	540	0,05%
Heilitz AG	19.502	1,94%
Hermann Kleinbus GmbH	124	0,01%
Herpe Print GmbH		
Hutschenreuther AG/ Winterling Porzellan AG	5.593	0,56%
JCA GmbH	8.179	0,61%
JFV GmbH	460	0,05%
Kaiser Kabel GmbH	5.937	0,58%
Kaufhalle AG	10.428	1,04%
Kaufhof Mode & Sport GmbH	599	0,06%
Kaufhof Warenhaus AG	40.709	4,05%
Kerpenewerk GmbH	150	0,01%
Köllen & Co. GmbH	4.136	0,41%
Köckner Möller GmbH	3.844	0,38%
Krauth medical	267	0,03%
Krüger GmbH & Co.	2.201	0,22%
Kuchearmeister GmbH	595	0,06%
Kupri Reisen GmbH	460	0,05%
Landis & Gyr Deutschland GmbH	2.400	0,24%
Langnese/Iglo GmbH	31.443	3,12%
Levi Strauss Germany GmbH	2.209	0,22%
Ludwig Schokolade Aachen	1.246	0,12%
Markant Handels- und Service GmbH	51.132	5,08%
Meistermarken Werke GmbH	2.405	0,24%
Metro VGR	2.502	0,25%
New Yorker Import GmbH & Co.	129	0,01%
Nokia Kabel GmbH	11.897	1,18%
Nösse Datentechnik	205	0,02%
Pahl & Bartsch		
Philips GmbH	120	0,01%
Power Logistics	14.205	1,41%
PREUSSAG Stahl AG / GESIS		
Preussen Elektra AG	40.344	4,01%
R.J. Reynolds Tobacco GmbH	2.651	0,26%
Ralf Eisen-Waren-Zentral Rheinland eG	540	0,05%
Rigips GmbH	4.070	0,40%

revenue jan - march 1998				% revenue
Jan 98	Feb 98	Mrz 98	YTD 1998	
679	615	698	1.990	0,51%
40	40	40	120	0,03%
1.733	2.027	1.978	5.738	1,47%
10	10	10	30	0,01%
		330	330	0,08%
396	488	495	1.380	0,35%
1.227	2.714	2.804	6.825	1,75%
40	40	40	120	0,03%
372	958	501	1.831	0,47%
865	812	1.070	2.747	0,70%
54	46	33	134	0,03%
4.420	4.957	4.170	13.546	3,46%
65	47	430	550	0,14%
310	302	314	926	0,24%
41	19	15	76	0,02%
209	200	200	600	0,15%
10	10	10	30	0,01%
40	40	40	120	0,03%
200	200	200	600	0,15%
563	860	1.165	2.987	0,76%
363	165	374	921	0,24%
122	155	144	421	0,11%
4.019	4.755	5.120	13.894	3,55%
217	209	218	639	0,16%
220	227	233	681	0,17%
10	10	10	30	0,01%
634	449	688	1.769	0,45%
14	17	14	44	0,01%
40	40	40	120	0,03%
10	10	10	30	0,01%
905	913	1.052	2.870	0,73%
200	200	200	600	0,15%
5.884	3.929	21.423	31.235	7,99%
230	233	239	702	0,18%
40	40	40	120	0,03%
435	414	492	1.341	0,34%

revenue X.400 services

customer X.400 service	revenue 1997	% revenue
Rittal Werk Rudolf Loh GmbH	2.075	0,21%
Röhmi GmbH	13.729	1,36%
RSGV		
Saarpor Klaus Eckhardt GmbH	188	0,02%
Schlafhorst AG & Co., W.	2.522	0,25%
Schneider Electric GmbH	260	0,03%
Schroff GmbH	46	0,00%
Schwarzauer Werke GmbH & Co.	6.855	0,69%
Schwarze & Schlichte Markenvertrieb GmbH	650	0,06%
SDS Sinus Data Services GmbH	11.068	1,10%
Sengelmann Söhne GmbH & Co.	460	0,05%
SGVHT		
Sieger Wellpappe	120	0,01%
SIZ		
SIZ BayLB	5.200	0,52%
SIZ Melaba	1.300	0,13%
Stadt Köln	97.873	9,73%
Syseca	4.012	0,40%
Union Deutscher Lebensmittel	39.496	3,93%
Universität Göttingen	246	0,02%
Veba AG	49.466	4,92%
VEBA Assekuranz		
Veba Oil International	8.221	0,82%
Veba ÖJAG	88.768	8,82%
Vebacom GmbH	218.916	21,76%
Vebacom Netz GmbH	19.027	1,89%
Vebis		
Walzstahl Handelsgesellschaft mbH	67	0,01%
Wandl, Wilhelm	240	0,02%
Weco GmbH	460	0,05%
Weidmüller GmbH & Co.	192	0,02%
Weru AG	90.620	9,01%
WESTLB		
WiHA Werkzeuge Willi Hahn GmbH & Co. KG	2.882	0,29%
Wolff Walsrode AG	2.240	0,22%
WSGV		
Total	1.006.228	100,00%

revenue jan - march 1998				% revenue
Jan 98	Feb 98	Mrz 98	YTD 1998	
223	243	258	724	0,19%
1.683	4.880	1.051	7.614	1,95%
	2.600	2.600	5.200	1,33%
10	10	10	30	0,01%
210	207	206	623	0,16%
24	10	10	44	0,01%
509	869	729	2.107	0,54%
50	50	50	150	0,04%
1.129	946	1.104	3.178	0,81%
40	41	40	121	0,03%
	2.600	2.600	5.200	1,33%
40	40	40	120	0,03%
87.000	2.600	2.600	92.200	23,58%
2.600	2.600	2.600	7.800	1,99%
2.600	2.600	2.600	7.800	1,99%
13.991	17.356	18.807	50.155	12,83%
233	505	420	1.158	0,30%
3.226	2.722	3.077	9.025	2,31%
10	10	10	30	0,01%
12.111	4.834	8.430	25.374	6,49%
		1.012	1.012	0,26%
521	641	845	1.807	0,45%
12.919	5.716	3.327	21.962	5,62%
16	18	15	49	0,01%
40	40	40	120	0,03%
14	20	16	50	0,01%
4.592	4.669	4.732	13.993	3,58%
		2.600	2.600	0,68%
222	228	229	679	0,17%
205	208	209	619	0,16%
	1.300	2.600	3.900	1,00%
176.097	92.456	122.475	391.028	100,00%



Kunden X.400

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	EDI vs Messaging	Hub vs Spoke	PREISLISTE
200500	AC-Service	10.10.96	PRMD-Service	X	X	A Standard PRMD
201041	Adranz (Stefan Zsemberl Katst. 6441)	01.01.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200502	AR Arbeitsschutz Röttger GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200501	ARAL Card Service GmbH	10.10.96	EDI-Messaging	X	X	EDI-OUTSOURCING Januar 97
202184	BMW AG	02.07.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
202682	Bömers Holdinggesellschaft	07.11.97	Mailgate-B400 (P7-Mailbox)	X	X	Mailgate-B400(P7-Mailbox) August 97
200505	Bommarus GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
202520	Braun AG (PRMD)	24.09.97	PRMD-Service	X	X	PRMD-Service Februar 97
200507	Brenntag Chemievertrieb GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200508	Brillux	10.10.96	EDI-Messaging	X	X	A EDI-AU Brillux
200509	Brüggemann Unternehmensgruppe	10.10.96	PRMD-Service	X	X	A Standard PRMD
200510	BW/P Pacific Wietz GmbH&Co KG	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
202203	C&L Deutsche Revisoren		Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200511	Continental AG	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung Continental
201038	Dancin Vertriebsgesellschaft mbH		Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200513	DeTeWe	10.10.96	PRMD-Service	X	X	A Standard PRMD
202686	Deutsche Bundesbank	19.11.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200514	E-Plus Mobilfunk GmbH	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung VEBA AG
201037	E-Plus Potsdam		PRMD-Service	X	X	PRMD-Service Oktober 96
201057	ECOS GmbH		Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200527	Emil Kriegbaum GmbH & Co. KG	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200515	Erdbevorratungsverband	10.10.96	Mailbox-Service P7	X	X	A Rahmenvertrag LPM EDI-AU
200233	F.W. Langguth Erben GmbH & CO KG		Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
201248	Flender AG / EDI-OUTSOURCING	01.03.97	Mailbox-Service P7	X	X	EDI-OUTSOURCING Oktober 96
200516	Flender AG, A. Friedr.	10.10.96	PRMD-Service	X	X	A Standard PRMD
200517	Frasenius AG	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung Continental
202280	Godas mbH u. Co. KG	01.04.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200518	Goethe Buchhandlung	10.10.96	EDI-Messaging	X	X	A EDI-AU Schroff
201623	Gräßl von Hardenbergsche Kombrennerei	24.04.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200234	Grunzel + Jahr AG & Co.	11.11.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
201624	GSW Gäms Stahlwaren GmbH	01.04.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200572	Haleko GmbH	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200519	Hansen & Oleraths	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
202164	Harting KG&A	24.08.97	PRMD-Service	X	X	PRMD-Service Februar 97
201084	Herbert Giloy & Söhne GmbH&Co,KG	01.01.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200520	Herfitz AG	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200521	Hutschenreuther	10.10.96	PRMD-Service	X	X	A Standard PRMD
201243	IPV GmbH	01.03.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200251	Kaiser Kabel GmbH	24.10.96	PRMD-Service	X	X	PRMD-Service Oktober 96

Kunden X.400

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	EDI vs Messaging	Hub vs Spoke	PREISLISTE
200577	Kaufhalle AG	10.10.96	Mailbox-Service P7	X	X	PRMD-Service Kaufhof 01-09/97
200578	Kaufhof Mode + Sport GmbH	10.10.96	Mailbox-Service P7	X	X	PRMD-Service Kaufhof 01-09/97
200522	Kaufhof Warenhaus AG	10.10.96	Mailbox-Service P7	X	X	PRMD-Service Kaufhof 01-09/97
200571	Kilian & Co. GmbH	10.10.96	Mailbox-Service P7		X	Mailbox-Service P7 Oktober 96
200523	Wohnhaus, Hermann GmbH & Co. KG	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200524	Klöckner Möller GmbH	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung Klöckner-Möller
200525	Kopp, Keirlich AG	10.10.96	PRMD-Service	X	X	A Standard PRMD
200560	Krauth, AD GmbH & Co (Sprint)	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
201904	Krüger GmbH & Co. KG	21.05.97	PRMD-Service	X	X	PRMD-Service Februar 97
200528	Kuchenmeister GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200575	Kuoni Reisen	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200529	Landis & Gyr Deutschland GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200530	Langnese-Iglo GmbH	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200531	Levi Strauss Gernsany GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
201245	Ludwig Schokolade GmbH & Co.KG	01.03.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200532	Markant Handels- und Service GmbH	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200534	Meistermarken Werke GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200642	Metro MGR	10.10.96	PRMD-Service	X	X	A Standard PRMD
200535	New Yorker Import GmbH & Co.	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200250	NK Networks GmbH		PRMD-Service			PRMD-Service Oktober 96
200536	Nösse Datentechnik	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200537	OLG Dresden	10.10.96	PRMD-Service	X	X	A Standard PRMD
200538	OTTO KG	10.10.96	PRMD-Service	X	X	A Standard PRMD
202521	Pahl & Bartsch	24.09.97	PRMD-Service			Mailbox-Service P7 Februar 97
200539	Philpa GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Schriff
200540	Power Logistics	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung Powerlogistics
200541	PREUSSAG Stahl AG / GESIS	10.10.96	PRMD-Service	X	X	A Standard PRMD
200581	Preussen Elektra AG	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200543	R. J. Reynolds Tobacco GmbH.	10.10.96	PRMD-Service	X	X	A Standard PRMD
201085	Raffelisen-Waren-Zentrale Rheinland eG	01.01.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200544	Rigips GmbH	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag LPM EDI-AU
200545	Rital-Werk Rudolf Loh GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200546	Röhm GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200547	Saarpör Klaus Eckhardt GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Saarpör
200549	Schenk, Carl AG	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200550	Schlafhorst AG & Co., W.	10.10.96	PRMD-Service	X	X	A Standard PRMD
200551	Schneider Electric GmbH	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
200553	Schwarzwälder Werke GmbH & Co	10.10.96	EDI-Messaging	X	X	A EDI-AU Schwarzwälder Werke
201086	Schwarza & Schlichte GmbH	01.01.97	Mailbox-Service P7		X	Mailbox-Service P7 Oktober 96

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 FAX emis par : +33 1 53931717 STERLING COMMERCE  
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STERLING COMMERCE

 Le 01/01/99 09:43 A4 NORM Pg : 3/11  
 Le 01/01/99 08:38 A4 FIN Pg : 2/11

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	EDI vs Messaging	Hub vs Spoke	PREISLISTE
200573	Sengelsmann & Söhne GmbH & Co.KG	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200568	Sieger Wellpappe	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
202664	SIZ Informatikzentrum der SKO GmbH	13.11.97	PRMD-Service	X	X	PRMD-Service Februar 97
200594	Stadt Köln Rechenzentrum	10.10.96	PRMD-Service		X	A Standard PRMD
200555	söhnes-data-service GmbH	10.10.96	PRMD-Service	X	X	A Standard PRMD
200556	SYSECA	10.10.96	PRMD-Service	X	X	A Standard PRMD
200557	Unien Deutscher Lebensmittel	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200558	Universität Göttingen	10.10.96	EDI-Messaging	X	X	A Rahmenvertrag L PM EDI-AU
200559	VEBA AG	10.10.96	PRMD-Service	X	X	A PRMD-Kopplung VEBA AG
200560	VEBA OEL AG	10.10.96	PRMD-Service	X	X	PRMD-Service Februar 97
200578	VEBA OEL International	10.10.96	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96
200581	VEBACOM GmbH	10.10.96	PRMD-Service	X		A PRMD-Kopplung VEBA AG
200533	VEBACOM Netz GmbH	10.10.96	PRMD-Service	X		A Standard PRMD
200579	Vobis	10.10.96	Mailbox-Service P7	X	X	PRMD-Service Kaufhof 01-09/97
200563	Wandt, Wilhelm	10.10.96	EDI-Messaging	X	X	A EDI-AU Schöff
201251	Waco Pyrotechnische Fabrik GmbH	01.03.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Februar 97
200584	Waldmüller GmbH & Co.	10.10.96	EDI-Messaging	X	X	A EDI-AU Standard
201101	WERU AG	01.02.97	Mailbox-Service P7	X	X	Mailbox-Service P7 Oktober 96 WERU AG
200595	WIHA Werkzeuge Willi Hahn GmbH &	10.10.96	PRMD-Service	X	X	A Standard PRMD
202323	Wolff Walzen AG		PRMD-Service	X	X	PRMD-Service Februar 97

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	PREISLISTE	DIVISION	
* 200207	AER Reiseservice GmbH			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 95)	CBU I
* 200228	Aero Lloyd Flugreisen GmbH			FAX-Info Service	FAX Info Service AeroLloyd	CBU I
* 200205	AMG PRESSEAMT			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202294	Ante Elektro	05.08.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201783	Ayal Mobilfunk KTM GmbH	05.08.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202286	ATC EDV-Handels GmbH	08.08.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202501	ATCOM GmbH	22.09.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
* 201546	Bayer AG	01.04.97		FAX-Info Service	FAX Info Service Februar 97	CBU I
200208	BAYERAG			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202601	Brenner Telekomtechnik	22.10.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202103	COM Großhandels GmbH	11.07.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202728	Com.Plex	29.12.97		Multi-FAX Service	MultiFax Com.Plex	CBU II
201923	Competitive Communication	26.06.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202289	Compu Sales Elektronik Handels GmbH	08.08.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202762	Computer 2000	06.01.98		Multi-FAX Service	MultiFax Computer 2000	CBU I
202288	Computer Links Handels AG	31.07.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202143	CVU System- & Handelshaus GmbH	30.07.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200216	Daimler Benz AG /FFM.1000017			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
* 200215	Daimler Benz AG Abt. RKI			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
* 201080	Daimler Benz AG KOMP 2	01.01.97		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200221	Dehnen & Partner Rechtsanwaltskanzlei			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202384	Deutscher Reisebüro Verband e. V.	29.08.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202722	Deutsches Rotes Kreuz	19.12.97		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 95)	CBU I
202126	DCERK KG	25.07.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202560	Domatuffing Teppichboden Vertrieb	30.09.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201943	Domier Satelliten Systeme GmbH	30.06.97		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201523	Douglas GmbH	01.04.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202540	ELD Datentechnik GmbH	29.09.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201944	ETC Computerhandels GmbH			Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202292	Eurotel	31.07.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202503	EXTRA Datenservice GmbH	22.09.97		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 95)	CBU I
201544	Geba GmbH	01.04.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202642	Harenberg Kommunikation	10.11.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200219	HiCom			Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202663	Hitek COM	12.11.97		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202725	Hochtlief AG	29.12.97		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I

\* — Customer CBU 2

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	PREISLISTE	DMSION
* 201403	Hoechst AG ABT. CUKF 821 (MFax)	01.03.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200213	Hoechst AG MLP/FAX Telex Dienst		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201883	HPM GmbH	23.06.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200229	Infax		FAX-Info Service	FAX Info Service Infax	CBU I
201983	intercolor Fotolaborbetriebs	07.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202290	Intergram International	31.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202723	Klostermann, Ansgar Handelsvertretung	29.12.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202461	Langer GmbH	11.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200209	LBS		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202500	Lothar Ruske PR	22.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
* 200228	LTU		FAX-Info Service	FAX Info Service LTU	CBU I
202600	Mende Luftfracht GmbH	21.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202782	Mercedes Benz AG AbL HPC 1123	02.02.98	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
* 200214	Mercedes Benz AG AbL HPC E607		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200225	Mercedes Benz AG KINT		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202293	MG Elektronik	31.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201022	Mico Compact Car GmbH		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201863	Mobilfunk Zubehör MTU	01.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201545	Neldor Netzwerk Technologie GmbH	01.04.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201983	Oger Tours GmbH	04.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201703	OK Service	01.06.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202502	OPM GmbH	22.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
* 200202	Radio NRW		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200222	Rheinhardt Touristik u. Flugreisen GmbH		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202243	RSB Logistic Delhey	08.08.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202662	RWE Entsorgung AG	12.11.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202024	RWE Televance AG		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202003	Sales Concept		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201946	Scan 80 GmbH		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201683	Schrott O. Kommunikation GmbH	23.05.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
* 200224	Screenline GmbH I. Gr.	12.10.96	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202480	Sichlig Direktverbindung GmbH	11.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202125	SPT Marketing Service GbR mbH	14.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202063	SSB GmbH		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202606	STR Touristik	30.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202462	T. Kaltheon Telekommunikation	11.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	PREISLISTE	DIVISION
200208	TAS		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200217	Termc		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201021	THYSSENF		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200204	THYSSENPR		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202602	Waldeck Klinik Gmbh & Co	28.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201583	WESTLB ABT. 01-541	24.04.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200220	WESTLB Div 2/ABT. 01-2022		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201163	WESTLB DIV 3/ABT. 01-3024	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201165	WESTLB DIV 3/ABT. 01-30271	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201162	WESTLB DIV 3/ABT. 01-3031	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201168	WESTLB DIV 3/ABT. 01-30331	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201169	WESTLB DIV 3/ABT. 01-30343	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201167	WESTLB DIV 3/ABT. 01-3036	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201161	WESTLB DIV 3/ABT. 01-3037	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201160	WESTLB DIV 3/ABT. 01-30424	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201170	WESTLB DIV 3/ABT. 01-30433	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201171	WESTLB DIV 3/ABT. 01-30434	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201172	WESTLB DIV 3/ABT. 01-3044	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201164	WESTLB DIV 3/ABT. 01-3045	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201166	WESTLB Research GmbH/Aktenresearch	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201173	WESTLB Research GmbH/Bodsearch	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202287	Witen Kommunikation GmbH	12.08.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	PREISLISTE	DIVISION
200207	AER Reiseservice GmbH		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200226	Aero Lloyd Flugreisen GmbH		FAX-Info Service	FAX Info Service AeroLloyd	CBU I
200205	AMG PRESSEAMT		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202294	Ante Elektro	05.06.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201783	Aral Mobilfunk KTM GmbH	05.06.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202285	ATC EDV-Handels GmbH	08.08.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202501	ATCOM GmbH	22.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201546	Bayer AG	01.04.97	FAX-Info Service	FAX Info Service Februar 97	CBU I
200206	BAYERAG		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202901	Bremner Telekomtechnik	22.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202103	COM Großhandels GmbH	11.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202726	Com.Plex	29.12.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201923	Competitive Communication	25.06.97	Multi-FAX Service	Multifax Com.Plex	CBU II
202289	Compu Sales Elektronik Handels GmbH	08.08.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202762	Computer 2000	08.01.98	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202288	Computer Links Handels AG	31.07.97	Multi-FAX Service	Multi-Fax Computer 2000	CBU I
202143	CVU System- & Handelshaus GmbH	30.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200216	Daimler Benz AG /FFM.1000017		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200215	Daimler Benz AG Abt. RKI		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201080	Daimler Benz AG KOM/P 2	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200221	Dahmen & Partner Rechtsanwaltskanzlei		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202364	Deutscher Reisebüro Verband e. V.	29.08.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202722	Deutsches Rotes Kreuz	19.12.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202126	DOERK KG	25.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202560	Donauführung Teppichboden Vertrieb	30.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201943	Domler Satelliten Systeme GmbH	30.06.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201523	Douglas GmbH	01.04.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202540	ELD Datentechnik GmbH	29.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201944	ETC Computerhandels GmbH		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202292	Eurolet	31.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202503	EXTRA Datenservice GmbH	22.09.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201544	Geba GmbH	01.04.87	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202642	Harenberg Kommunikation	10.11.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
206219	HiCom		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202663	Hitek COM	12.11.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202725	Hochhof AG	29.12.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	PREISLISTE	DIVISION
201403	Hoechst AG ABT. CUKF 821 (MFax)	01.03.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200213	Hoechst AG MLP/FAX Telex Dienst		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201683	HPM GmbH	23.06.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200229	Infoc		FAX-Info Service	FAX Info Service Infoc	CBU I
201983	Intercolor Fotolaborbetriebe	07.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202290	Intergram International	31.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202723	Klostermann, Ansgar Handelsvertretung	29.12.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202481	Langer GmbH	11.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200209	LBS		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202500	Lothar Ruske PR	22.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200228	LTU		FAX-Info Service	FAX Info Service LTU	CBU I
202500	Mende Luftfracht GmbH	21.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202782	Mercedes Benz AG Abt. HPC 1123	02.02.98	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200214	Mercedes Benz AG Abt. HPC E607		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200225	Mercedes Benz AG KINT		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202293	MG Elektronik	31.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201022	Micro Compact Car GmbH		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201863	Mobilfunk Zubehör MTU	01.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201545	Neldor Netzwerk Technologie GmbH	01.04.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201983	Oger Tours GmbH	04.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201703	OK Service	01.06.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202502	OPM GmbH	22.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200202	Radio NRW		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200222	Rheinhardt Touristik u. Flugreisen GmbH		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202243	RSB Logistik Delhey	08.08.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202662	RWE Entsorgung AG	12.11.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202024	RWE Teilliance AG		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202003	Sales Concept		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201946	Scan 80 GmbH		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201683	Schroff O. Kommunikation GmbH	23.05.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
200224	Screenline GmbH i. Gr.	12.10.96	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202480	Sichtlig Direktverbindung GmbH	11.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202126	SPT Marketing Service GbR mbH	14.07.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202063	SSB GmbH		Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202506	STR Touristik	30.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
202482	T. Kalbhorn Telekommunikation	11.09.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II



## Kunden Fax

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KUNDENID	FIRMA	AUFTRAGS	DIENSTART	PREISLISTE	DIVISION
200208	TAS		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200217	Termic		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201021	THYSSENF		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200204	THYSSENPR		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202602	Waldeck Klinik Gmbh & Co	28.10.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II
201583	WESTLB ABT. 01-541	24.04.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
200220	WESTLB Div 2/ABT. 01-2022		Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201163	WESTLB DIV 3/ABT. 01-3024	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201165	WESTLB DIV 3/ABT. 01-30271	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201162	WESTLB DIV 3/ABT. 01-3031	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201168	WESTLB DIV 3/ABT. 01-30331	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201169	WESTLB DIV 3/ABT. 01-30343	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201167	WESTLB DIV 3/ABT. 01-3036	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201161	WESTLB DIV 3/ABT. 01-3037	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201160	WESTLB DIV 3/ABT. 01-30424	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201170	WESTLB DIV 3/ABT. 01-30433	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201171	WESTLB DIV 3/ABT. 01-30434	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201172	WESTLB DIV 3/ABT. 01-3044	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201164	WESTLB DIV 3/ABT. 01-3045	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201166	WESTLB Research GmbH/Aktenresearch	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
201173	WESTLB Research GmbH/Bodsearch	01.01.97	Multi-FAX Service	Multi-Fax CBU I (OKTOBER 96)	CBU I
202267	Wien Kommunikation GmbH	12.08.97	Multi-FAX Service	Multi-Fax CBU II (OKTOBER 97)	CBU II

revenue Fax services

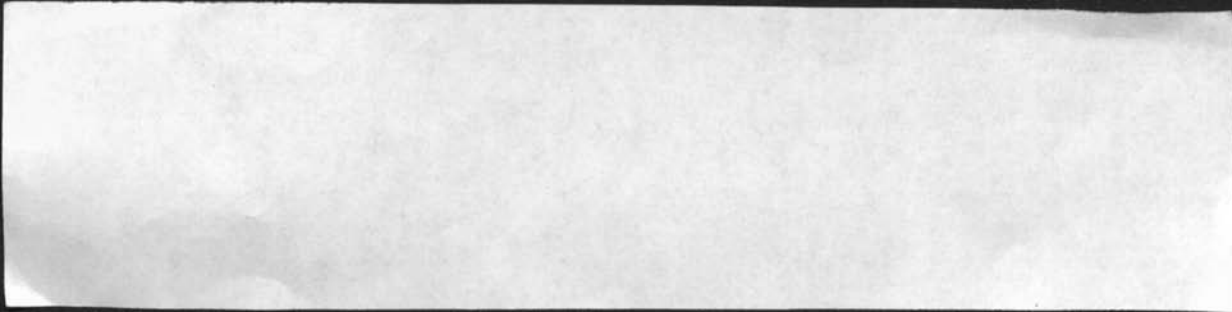
customer Fax service	revenue 1997	% revenue
AER Reiseservice GmbH	42.201	3,9%
Aero Lloyd Flugreisen GmbH	12.089	1,1%
AMG Presseamt	7.100	0,7%
ATC EDV-Handels GmbH		
Bayer AG	33.939	3,1%
COM Großhandels GmbH		
Daimler Benz AG	88.766	8,2%
Delmen & Partner Rechtsanwaltskanzlei	301	0,0%
Deutsches Rotes Kreuz		
Donaurufing Teppichboden Vertrieb GmbH + Co.KG		
Domier Satelliten Systeme GmbH	813	0,1%
Dr. Ing. h.c.F. Porsche AG		
ETC Computerhandels GmbH		
EXTRA DataService GmbH	8.086	0,7%
Hochtiel AG		
Hoechst AG	217.724	20,2%
Infox	2.985	0,3%
Klostermann, Ansgar Handelsevertretung		
LBS	2.481	0,2%
LTU International Airways	70.081	6,5%
m. project	-125	0,0%
Mercedes Benz AG	1.170	0,1%
Mercedes Benz AG	66.799	6,1%
Metro MGI Informatik GmbH		
Micro Corepac Car GmbH	3.259	0,3%
Noflor	69	0,0%
Oliver Schroll Kommunikation GmbH	512	0,0%
Radio NRW	41.997	3,9%
Reinhardt Touristik GmbH	1.980	0,2%
RSB Logistik Delhey	3.130	0,3%
RWE Teffiance AG		
Screenline	37.755	3,5%
TAS	3.987	0,4%
Temic	1.542	0,1%
Thyssen AG	16.324	1,4%
Waldeck Klinik GmbH & Co		
West LB Research GmbH	23.063	2,1%
Wertdeutsche Landesbank	363.801	33,7%
Customer CBU2	30.538	2,8%
Total	1.080.989	100,0%

Jan 98	Feb 98	Mrz 98	YTD 1998	% revenue
424	1.478	566	2.468	0,9%
939	688	980	2.607	1,0%
237	224	800	1.261	0,5%
3.497	3.167	1.113	7.798	2,8%
2.625	1.553	3.063	7.240	2,6%
198	80	71	350	0,1%
2.890	1.937	6.063	10.890	3,9%
25	25	25	75	0,0%
250			250	0,1%
1			1	0,0%
365	362	544	1.271	0,5%
37			37	0,0%
	199	194	393	0,1%
4.076	6.469	6.814	16.358	5,8%
	132		132	0,0%
6.696	7.716	33.285	47.619	17,0%
216	183	186	586	0,2%
90			90	0,0%
60			60	0,0%
4.740	3.945	4.569	13.255	4,7%
348	621	29	998	0,4%
27	25	1.003	1.055	0,4%
35	25	25	85	0,0%
1			1	0,0%
3.732	3.661	4.546	12.140	4,3%
121		146	267	0,1%
467	569	757	1.793	0,6%
	442		442	0,2%
3.703	3.525	3.986	11.224	4,0%
27	80	105	211	0,1%
1.030	1.344	210	2.584	0,9%
1.321			1.321	0,5%
1.089	1.289	1.633	4.011	1,4%
37.730	38.654	54.767	131.150	48,8%
76.937	77.794	125.419	280.141	100,0%

FOX first par : 433 1 59937217 STERLING COMMERCE  
 FOX from de : 614 718 1779  
 06/04/98 MON 11:08 FAX 614 718 1779

le 01/01/99 09:43 R4 NORM Pg: 11/11  
 le 01/01/99 08:38 04 FIM Pg: 11/11  
 STERLING COMMERCE

011




BURTON GRAD ASSOCIATES, INC.  
101 POST ROAD EAST  
WESTPORT, CONNECTICUT 06880  
(203) 222-8718 FAX: (203) 222-8728  
E-MAIL: BURTGRAD@AOL.COM

*BG*  
*Cottage*  
*SURVEY*

**Date:** May 15, 1998

**To:** Joe Blumberg  
Specifics

**cc:** Morgan Crew  
Eileen File

**From:** Burton Grad 

**Subject:** Cottage Customer Survey

Enclosed is the signed agreement for the Cottage Project. Your target date for completion of the interviews is 5/22 and for the report is 5/27.

I recognize that these dates may not be feasible because of the delays in getting the names to you and that you only have one interviewer qualified in German. Therefore, I am asking you to prepare a preliminary report covering as many of the Fax services customers and the x.400 Hubs as possible by 5/20.

Let's keep this moving. Call if you have any problems.

# SPECIFICS

INCORPORATED

35 GLENLAKE PARKWAY • SUITE 150 • ATLANTA GEORGIA 30328 • TEL 770-391-0013 • FAX 770-391-0132

## AGREEMENT BETWEEN BURTON GRAD ASSOCIATES AND SPECIFICS, INC.

May 4, 1998  
rev. May 11, 1998

**Workscope:** Specifics will prepare 2 questionnaires, and conduct 35 total interviews with customers of the subject firm as follows:

- ✓ Questionnaire 1: Fax Services -- 15 interviews with 3 customers who use fax on demand and 12 customers who use broadcast / other fax services.
- ✓ Questionnaire 2: X.400 Services -- 20 interviews with 4 messaging customers, 10 EDI Hubs, and 6 EDI Spokes.

The introduction to the interview will identify the sponsor of the study as Cottage which is interested in learning more about how its customers use their services, and whether or not they are satisfied with these services.

BGAI will be responsible for reviewing the questionnaires and for reviewing the list of potential respondents to meet the criteria for the BGAI due diligence study being conducted regarding the subject firm. The respondent list will contain: Company name, address and telephone number; contact name; services used and how long the services have been provided. As many names should be submitted as possible to ensure that the desired sample size can be reached in a short timeframe.

**Deliverables:** Specifics will deliver an executive summary report on the findings of the interviews which will depict any potential problems or consistent patterns of response to the questions.

**Timeframe:** Results will be delivered to BGAI within three days of completion of the interviews. The target date for completion of the project is May <sup>27</sup> 1998. BS

**Price and Terms:** The total price for this study will be \$15,875, which includes translation of the questionnaire into German and the responses into English. International long distance charges will be billed separately.

Due to the short timeframe, there will be no up-front payment required. A final invoice will be submitted to BGAI (or the subject firm) at the completion of the project. Payment is due within ten days of the invoice date.

Accepted for Specifics, Inc.		Accepted for BGAI	
Name	JOSEPH BLUMBERG	Name	Burton Grad
Title	Exec. V.P.	Title	President
Signature	J. Blumberg	Signature	BURTON GRAD
Date	5-12-98	Date	5-12-98