

Peregrine Support Update for Telecommunications

Dear Customer,

We are pleased to announce that we have found a new home for the Telco product lines (including TeleCenter, TRU SERVER, TRU SYSTEM, Hosted Services, TRU Call Accountant and Get-Chargebacks), which we believe will assure you of continued enhancement, support and value. This week, Peregrine signed an agreement with Symphony Services Corp. to acquire the telecommunications products. The Telco product lines further strengthen Symphony Services telecommunications offering, and will be key components of that company's strategy to deliver end-to-end telecommunications and IT cost management solutions for customers. Symphony Services will now be able to deliver a complete Telecom management solution ? call accounting and telecom asset management combined with bill auditing and analytics, delivered as software or as an outsourced service.

We intend to work closely with Symphony Services to ensure a smooth transition and support for customers using any of these product lines. As part of the acquisition, Symphony Services will retain the core Peregrine team handling the telecommunications products, including support, professional services and research. This team is made up individuals well-known to users, including Jose Resendiz, Alice Arterburn, and Reza Saeedpour.

During this transition, we encourage you to continue to call into Peregrine for support through the completion of the transaction, which is expected to close in the next few weeks, after court approval. You may ask questions, report problems, receive training, ask for new features or plan for upgrades with the same person you've worked with in the past. Please continue to contact these people using the usual phone numbers, email, and Web addresses.

Symphony Services will be contacting you near the end of the month with more information, including your new support and contact information as well as to solicit input on product vision as they have informed us that they are looking to aggressively invest in the business.

You will be in good hands with Symphony Services. We wish you continued business success with the telecommunications line of products.

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