



Cognos Incorporated  
3755 Riverside Drive  
Ottawa, ON K1G 4K9  
Canada  
Tel: (613) 738-1440  
Fax: (613) 738-0002  
<http://www.cognos.com>

April 9, 2001

Dear Cognos Customer:

Effective April 15, 2001 Cognos is assigning all current support and future development responsibility for the NovaView product to the original developer of that product, Panorama Software Systems Ltd. ([www.pansw.com](http://www.pansw.com)).

Panorama will continue to provide support according to Panorama's support policy. Panorama support can be contacted at [support@pansw.com](mailto:support@pansw.com) or in Israel at 972-3-6442220.

All future communications regarding support and development relating to NovaView will emanate from Panorama.

Cognos will continue to provide support for any other Cognos products that you might be using.

As the original developer of NovaView, Panorama Software is well positioned to support your needs as a NovaView customer. Panorama offers a full range of Business intelligence software solutions and consulting services for Microsoft's SQL Server 7.0 OLAP Services and Analysis Services 2000.

For additional information, please contact Eynav Azarya, COO of Panorama Software, at [Eynav@pansw.com](mailto:Eynav@pansw.com) or in Israel at 972-3-6480084.

Regards,

A handwritten signature in black ink, appearing to be "Perry Kelly". The signature is stylized with a large, sweeping loop at the top and several smaller loops and strokes below.

Perry Kelly  
Director, Worldwide Support Products