

March 2008

Dear Valued Idiom Customer and LSP Partner:

Idiom Technologies is now part of the SDL Technology business unit of SDL plc which operates as an independent division within the SDL Group. As such, we focus exclusively on technology sales, service and support and we remain committed to allowing our clients to work freely with whatever service provider and/or technology partner they choose. This is one of the fundamentals of our business model.

We understand that certain information is available to us directly and through the use of our technology and that information may be highly sensitive. It is with this understanding that we are publishing the following Information Policy.

Any information acquired during the course of doing business with you will not be provided to any other LSP or technology partner, including SDL services divisions. This has been our practice in the past and it will continue. Similarly, we expect that our customers and partners will extend the same level of protection of confidential information (i.e. product pricing, clients and prospects, account strategy, etc.) that we have shared and will continue to share with you.

Idiom has earned its reputation by understanding how to manage this complex, bi-directional involvement between our clients and the multiple service and technology providers we partner with, and we fully intend to continue on this basis. Not only does SDL embrace this business model, SDL is committed to supporting you with the same high levels of ethical standards they demonstrate to their clients and partners.

Confidentiality clauses are included in existing Idiom license, partner and services agreements. While the precise language may differ slightly within these documents, the spirit and intent remains the same. This letter reiterates our commitment to confidentiality and is meant to supplement, not replace, any existing agreements.

SDL Technology business unit will not disclose any confidential information except on a "need to know" basis. We will apply all reasonable precautions to prevent unauthorized use of confidential information. In particular, except with written authorization, confidential information shared with SDL by customers and partners will not be disclosed to anyone within other SDL plc divisions or subsidiaries.

Information covered within this Information Policy includes, but is not limited to:

- Business Processes: workflows, cost models, user accounts, and group information
- Intellectual Property: translation memories, terminology, and custom code
- SDL Idiom clients: LSP vendors, language services needs and purchase processes
- SDL Idiom LSP Program partners: client/prospect lists, sales opportunities and processes

This policy does not cover:

- Information generally available to the public
- Information gained by SDL plc or its subsidiaries from another source
- Information already shared with SDL plc by our clients, such as WorldServer projects for which SDL is a current or past provider of translation services
- Information that SDL has a regulatory obligation to disclose to the London Stock Exchange or other government bodies

Over the years you have come to rely on a high level of professionalism, respect and support from Idiom Technologies. As part of the SDL Technology business unit we will continue to provide the same level of excellence that our customers and partners have come to expect.

Sincerely,



Mike Iacobucci
CEO
Idiom Inc



Mark Lancaster
Chairman and CEO
SDL plc