



Dear PLATO Learning Customer:

PLATO Learning recently evaluated the performance of our courseware on the Macintosh® platform. As you may expect, we discovered that due to the variety of Macintosh configurations, browsers, and plug-ins, it has been increasingly difficult for PLATO Learning to provide exemplary service and support to our valued customers.

As a result, we have concluded that it is in the best interest of both our clients and our company to update our system requirements for Macintosh computers running courseware on the PLATO® Web Learning Network (PWLN) and PWLN client-hosted systems.

This decision also took into consideration the following factors:

- Apple Computer, Inc. will no longer support Mac® OS 9,
- Apple Computer, Inc. and Microsoft Corporation no longer support Microsoft Internet Explorer on the Mac, and
- Apple Computer, Inc. has a long-term commitment to Safari.

After careful consideration, it was determined that the following configurations provide satisfactory levels of performance and service for our customers:

1. Mac G4 and Mac G5 computers with:
 - Mac OS 10.1 or Mac OS 10.2
 - Netscape® 7.2
2. Mac G3 (Generation 2—366 Mhz or higher), Mac G4, and Mac G5 computers with:
 - Mac OS 10.3
 - Safari 1.2

We have updated our system requirements effective immediately to reflect these configurations but will continue to provide support to current configurations until July 15, 2005. After this date, PLATO Learning will remove support for all alternate configurations, including Mac OS 9.x, as was previously communicated.

For additional information regarding these updates, please visit the following URL:

<http://support.plato.com/downloads/accountability/PWLN/PWLNReqs.pdf>

PLATO Learning values your business and looks forward to meeting and exceeding your expectations as we work to provide you with high-quality products and services. Please contact your PLATO® Account Manager or PLATO® Support if you have additional questions or concerns.

Thank you,

PLATO Learning, Inc.