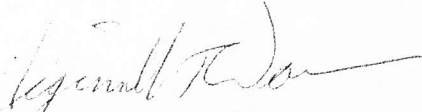


# MegaSoft

Dear MegaSoft Customer:

First of all let me offer my sincere apology for the long delay in you receiving your Shadow. Let me also state that you will receive one free update which will be sent to you automatically as soon as it is available. The Shadow is not currently 100% however we are working to that end and results are starting to take place. You as being one of the first ones to receive the software and hardware can help us determine both the reliability and success rate of the Shadow package. We need any and all information you can provide to us as we were not able to send the Shadow out for testing before you received it. In the short time of testing we were able to do we found out that the drive speed needs to be adjusted to 298 to 299 RPMS. We fully intend for the Shadow package to be the best means possible to back up your software. If you need any help installing your Shadow hardware you can call one of our tech lines (206) 687-5205 (206) 687-7176 Again let me state, there will be one free update to the Shadow Hardware sometime in April or early May.

Sincerely Yours



Reggie Warren  
MegaSoft LTD.