



Message to Attachmate Customers: Attachmate and WRQ to Merge

April 18, 2005

Dear Customers:

Attachmate and WRQ to Merge. We are pleased to announce the signing of a definitive agreement to sell Attachmate to an equity investment group and merge the company with WRQ, Inc. within the next 45 days. Upon closing, Frank Pritt, CEO and founder, will be leaving Attachmate. More detail on this announcement is available at <http://www.attachmate.com/mergerannouncement>. The purpose of this letter is to describe what this merger means to you, our valued customers.

More Value for Customers. First and foremost, we are confident the new CEO, Jeff Hawn, is committed to ensuring this merger fulfills the potential of delivering more to our customers. By more, we mean more choices for customers. Attachmate focuses on listening to customers and using the feedback to develop and deliver products, services, and offerings that customers need and want. This merger will strengthen that commitment and strategy, which has served us well for 20+ years, because it allows us to offer you more product choice, platform coverage, and technology depth.

Second, the merger strengthens our already industry-leading technical support capabilities. Bringing together the wealth of knowledge and resources will allow us to offer even higher levels of support and more varied solutions that are tailored to your needs.

Third, the merger will extend and strengthen our worldwide reach. This will better serve the ever-increasing global requirements of our customers.

Your Choices and Our Commitments are Safe. It is worth discussing what this merger will not mean. It will not mean increased risk for our customers. There is no risk to our existing contractual obligations and commitments to you. As an Attachmate customer, your choice of product, maintenance support, and services will be safe. And our future direction will be determined by continuing to listen to our customers.

Business as Usual. Until the merger is complete, Attachmate will continue to operate as a standalone company. None of our commitments and agreements with you, our customers, will change.

For the last two decades, Attachmate has achieved excellent results by putting the customer first. As the merger progresses, priority number one for us is to continue to strengthen our commitment to you.

Thank you for your business!

Your Attachmate Team