

Copia to Donate Percentage of All 4Q03 Software Sales



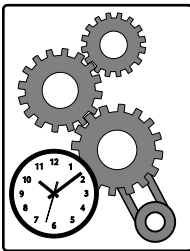
Proceeds will benefit the St. Jude's Children's Research Hospital, Special Olympics and Juvenile Diabetes Foundation

Copia will be sharing our good fortune with organizations focused on the cure and caring for the young afflicted with ailments affecting the quality of their lives. Join us in targeting order fulfillment during this period to maximize the benefit to these needy organizations and the children that they benefit. This applies to sales of all new systems.

FCC Issues a Stay on new TCPA Regulations

Many people are still not aware of the recent changes to the Telephone Consumer Protection Act of 1991 (TCPA). When the FCC announced their changes in July, they only provided 30 days for companies to comply with the new rulings. Many companies and trade organizations petitioned the FCC to allow for more time to comply and in August issued a stay to delay the starting date for new regulations until January 1, 2005. Complying with these new laws only takes a few steps and the CopiaFacts suite is designed to assist with your procedures.

Sign and return the attached form immediately Thank you to those that already have. You may also use on-line permission form with the link found at the bottom of our homepage at <http://www.copia.com>.



COPIA'S Tech Support Availability

Copia's Tech-Support Department provides support from 9-5 (CST), however we can schedule 'after hour' support. Due to the demands of companies that cannot perform upgrades and proceed with other technical fixes during the business day we can provide support after 5PM (CST) and/or weekend support. Our 'after hour support' rates will apply to any systems that are worked on out of business hours. This time should be scheduled and paid for, through Copia's Sales Department, in advance.

In addition, a call that is answered near 5PM (CST) and proceeds into after hours can be extended into 'after hour support' by providing a credit card to our sales department. The customer, optionally, can choose to continue with support the following morning which would therefore be covered in the yearly maintenance agreement.

RATES (per hour with 2 hour minimum):

After hours:	\$187.50
Saturday:	\$187.50
Sunday:	\$250.00
Holiday:	\$250.00

Rates are based on our 'business hour' programming rate of \$125.00/hour.

COMDEX®

LAS VEGAS 2003

THE GLOBAL TECHNOLOGY MARKETPLACE

November 16-20, 2003
Las Vegas Convention Center
Las Vegas, Nevada

<http://www.comdex.com/lasvegas2003/>

Another Upcoming Show:
COMDEX Fall 2003

Look for Copia International demonstrating
FAXFACTS, VOICEFACTS AND E-MAILFACTS
along with Artisoft TeleVantage in the Microsoft
Partner Pavilion

FCC Contact Method Permission Slip - TCPA Ruling

As of June 26,2003, the Federal Communications Commission (FCC) requires Companies to have on file, written & signed permission authorizing the method in which they are allowed to communicate with their existing and potential customers. You can review this updated Telephone Consumer Protection Act of 1991 (TCPA) document at:

http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-03-153A1.pdf

We believe that we (Copia) have an Established Business Relationship (EBR) with you and/or your company. The FCC has ruled that even with an EBR, we must have written & signed permission to send information to your company.

Please take a moment to verify the information we have for you on file and fax this page back to **800-251-4513**, so that we have written permission to communicate with you.

Company Name: _____

Ok to contact by Phone - Number: _____

Ok to contact by Fax - Number: _____

Ok to contact by E-mail: _____

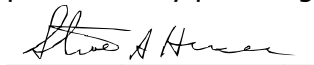
Primary Contact Name: _____

Signed _____ Date: _____

I give Copia International, Ltd. Permission to send information to me via the above means. I understand that this information may be determined to be unsolicited advertising by the FCC in regard to the TCPA. I also realize that this permission can be revoked at anytime by contacting Copia International, Ltd. This grant is for Copia information only. No other company's information will be sent and Copia does not sell, rent, or lease your contact information.

Copia International, Ltd. grants the above signer permission to fax this written permission to Copia International, Ltd. at **800-251-4513**.

Additionally, Copia International, Ltd. grants the above company and/or individual permission to communicate via fax, telephone and/or e-mail from this date forward. Copia may revoke this permission by providing written notice thereof.



Steve Hersee
President

Contact Us for more Information:

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