

.Docs.I0482

COMMODITY SYSTEMS, INC.

200 W PALMETTO PK RD
BOCA RATON, FLA. 33432
(305) 392-8663 or Telex 522-107

Dear Customer:

You may notice some changes concerning your invoice this month which may affect the amount you are billed. As you may know, CSI charges you according to the time you have arranged for your data to be ready. However, if the actual time you access your data is earlier than the arranged time, then you will be billed accordingly. We also charge according to the frequency of access per day on the average, and some customers, for whatever reason, access more often than once per day. Family users with more than one system (one at home and one at work, for example) currently pay a 35% premium for each additional access beyond the first. Corporate or unrelated users pay a 50% premium. For this month only all users will be charged at the 35% rate. Next month (effective with the June 1st billing) all users will be billed at a 45% rate.

Our computer system has been monitoring the access time and the access frequency for each customer so that we can more accurately invoice for services rendered and more accurately charge for the correct number of contracts retrieved. The computer remembers the time and date of each access, and it records the user ID and chip or customer number for every caller.

We only account for successful connections that terminate normally. Therefore, if you find that your invoice is more than you have been used to paying, it is because our computer has found that you access earlier or more often than expected. If you disagree with the amount billed, then please call Jacque Jennings, in our accounts receivable section, and she will help you resolve any differences.

In computing the number of access per day we allow a very generous duplicate call allowance. You must collect your data at least twice per day for over half the month to be billed the excess premium. Users of our PAS1, PAS2, and PAS3 files where one may access the same set of days over again could contribute to the surcharge. The purpose of these files is to allow for hardware difficulties, vacation or business trips, and sickness. They are not provided so that duplicate days of a modified portfolio can be collected a second time.

The early access rates we charge are shown on the enclosed price list. The early access rates are such that, on the average, a customer who collects under 31 contracts pays approximately \$5.00 to \$10.00 extra per month for each hour of early access before the normal access time.

TELENET OUTAGES Problems with Telenet's service have caused some Telenet downtime during the past month. Problems have been minor and have resulted in downtime during the low demand time of the day. If you are having trouble in connecting please call **(800)+336+0437, Telenet's trouble number**, and tell them you are trying to reach Commodity System's network address--**305140**--and they will give you a status report.

The Tymshare Tymnet service is now installed at CSI. We are currently getting it in place on the new Quicktrieve system so that users will have an alternate means of accessing CSI when one or the other of the two services are inoperable. We know that you have all been patiently waiting for the new Quicktrieve disc. It won't be too much longer before it is sent to all those who have requested it. We hope to have it in your hands within one month.

Sincerely yours,
Robert C. Pelletier

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