



July 26, 2004

Dear Rodopi Friend:

I'd like to take this opportunity to introduce myself and tell you about some of the new developments at Rodopi Software. Since joining the company nine months ago, I've been constantly surprised by the enthusiasm of our customers and the rich breadth of applications we support. Recent developments in the market, including new technologies, new competitive imperatives, and accelerating convergence have convinced all of us that Rodopi has a wonderful part to play in enabling the deployment of these new technologies and creative new services. We've got great products, a strong market position, and a superb community of customers, users, and partners.

The cornerstone of our success has been and will continue to be our customers. Our mission is to develop innovative products, with the highest possible quality, and priced to deliver extraordinary value. My objective is simple; to guide Rodopi to realize its full potential by consistently providing extraordinary value, responsiveness, and innovation.

You may have already noticed some of the changes. We've upgraded our look and our logo. We have renewed our focus on customer support and have expanded our service options. Our development team has been working overtime to respond to customer requests for new features and product enhancements. We have recently announced strategic partnerships with industry leaders who bring value to our customers – companies like Broadsoft, Register.com, Hostopia, and Motorola.

There is much more to come. Rodopi Software, Inc. was recently “spun out” of our parent corporation and will go forward in the market as an independent software vendor chartered with meeting the needs of our customers and our markets. We have an aggressive development plan which includes innovative support for voice-over-IP, wireless and mobility, and channel automation, among others. We continue to invest in improving the core platform, and ensuring that it is second to none in quality, functionality, and scalability.

Over the past several months I've had the pleasure of meeting many of you, our customers and prospective customers; there are many more that I hope to reach in the future. Your support and the challenges you present us with keep us at the forefront. Thank you for your continued loyalty. Together we can accomplish great things!

Sincerely,

Todd D. Benjamin
President & CEO