



New Orchard Road
Armonk, New York 10504



June xx, 2009

**Re: Your Agreement with ILOG – Transfer of Business Processes from ILOG to IBM,
effective July 1, 2009**

Dear Customer of ILOG,

On December 29, 2008, IBM completed the acquisition of ILOG.

We are pleased to report that the integration of ILOG continues to progress on schedule and would like to inform you that on **July 1, 2009**, we will finalize an important milestone in the integration known as “transfer of business.” On that date, among other things, we will consolidate all transaction fulfillment activity into an IBM company that does business in your country. Your contracts with ILOG will be managed by IBM.

This means that we will be transitioning from ILOG processes and systems to IBM processes and systems, which include IBM software ordering; billing; course search and registration; and support renewals. Please note that as we move to IBM processes and systems, new orders for software and services and all renewals will be under IBM terms and conditions. Additional information regarding upcoming ILOG Support renewals will be sent separately.

Please visit www.ILOG.com via <http://ilog.com/transferofbusiness/customers.cfm> for up-to-date information on doing business with IBM. In addition to this letter, you will also find posted a document entitled, “Doing Business with IBM”, which provides additional information to help you transact business with IBM. Both English and translated versions of this letter and the documents will be available on the website.

Please provide this packet of information to the appropriate individual(s) in your company who are also engaged with ILOG and IBM.

We would like to personally thank you for your continued support of ILOG and welcome you to the IBM family. We would also like to assure you that in most cases, the same person with whom you have been working will continue to be your primary interface at IBM. Should you have any questions, please contact your ILOG representative.

We look forward to continuing our business relationship with you through IBM and helping you meet the needs of your business.

Sincerely,

Pierre Haren
ILOG CEO
IBM Software Group
Application and Integration Middleware Software