

QUESTIONS & ANSWERS

Important information about the RoweCom EBSCO transition.

The company

Who is EBSCO?

EBSCO Industries, Inc. is a global corporation with sales, service and manufacturing subsidiaries at work in 19 countries around the world. EBSCO's business interests include information management services, print and online journal subscription services, online research databases, real estate development, commercial printing and more. EBSCO, an acronym for Elton B. Stephens Company, is based in Birmingham, Alabama, USA and employs 4,000 people around the world.

Has EBSCO sufficient financial means to carry out to its term the subscription season and can we be sure that the problems we faced at the beginning of 2003 will not start again next year?

EBSCO absolutely has the necessary financial means. EBSCO is stable, reliable and committed to the information industry for the long run. Business decisions at EBSCO are made carefully and deliberately with the long-term interests of the company, its customers, its employees and the information industry in mind. EBSCO has a very strong balance sheet with a solid, positive net equity position and maintains a strong financial strength rating – 5A1, the highest awarded by Dun & Bradstreet. The capitalization of EBSCO enables it to finance the payments for the publishers of RoweCom France. EBSCO is committed to remitting the entire sums due to the publishers for the RoweCom customers in Europe.

Is your name going to change?

Yes. EBSCO Information Services SAS will be the new name for France.

What will your new legal status be?

“Société Anonyme Simplifiée (SAS)” - Company with a capital of 1 million euros.

What is the new company's position on the French market?

The combination of EBSCO and RoweCom brings together the best of the two entities. RoweCom France has been the market leader in France and brings a knowledgeable and committed team who has expertise regarding the needs of the French information community. EBSCO is recognized as a worldwide leader in its field with almost 60 years' experience in subscription and information management, a strong expertise in electronic serial information, and a solid financial position. This combination enables EBSCO Information Services SAS to consolidate its position as the market leader in France with a consolidated turnover of 130 million euros.

Are you going to move?

No. EBSCO becomes the owner of RoweCom buildings and the address will remain the same.

Management – Contacts

Who will be the representative for the management of my subscriptions and my sales contact?

There will be no change. Your contacts will remain the same.

What will EBSCO Information Services France organization be?

There will be no change since EBSCO fully relies on knowledge and professionalism always shown by RoweCom employees.

Will the phone, fax, e-mails change?

The phone and fax numbers will remain the same. Only the e-mail addresses will change: the first letter of the first name followed by the full last name @ fr.ebsco.com
For example: jdupont@fr.ebsco.com.

QUESTIONS & ANSWERS

You will find in this document brief replies to several questions, which you may have following the acquisition of RoweCom by EBSCO.

Are you going to change your IT system for 2004 subscriptions?

Management of the subscription orders

No, the IT system stays the same. In the same way, all documents such as renewals, acknowledgements of order delivery and claims will remain unchanged.

Are my 2003 orders treated by RoweCom France in payment to the publishers?

Yes, the checks are actually being sent out to publishers to fund the 2003 orders in full.

When will the 2004 subscriptions season start?

The renewal files will be sent during the first two weeks of June. Your file processing will be done in a similar way as in prior years. With EBSCO's financial support, there will be no delay in processing payments to publishers for the 2004 subscription season.

Is an endorsement necessary to our contract?

Yes, an endorsement is needed due to a change of corporate name.

Will my sales terms change?

There will be no sales terms modification before the end of the contract.

Public market contracts

What do we do with the invoices issued in the name of RoweCom and not yet paid?

All invoices issued in the name of RoweCom France are payable and can be paid to either EBSCO or RoweCom. Once the legal change of entity is carried out, all invoices will be issued in the name of EBSCO Information Services SAS.

Are invoicing methods and frequency going to change?

No.

Invoices

Are you going to change the services that I currently use?

Services

- ◆ kLibrary remains your Web-based service for your subscriptions management.
- ◆ Information Quest (IQ) disappears and will be replaced by a more powerful EBSCO service: EBSCOhost® Electronic Journals Service (EJS).
- ◆ Our e-procurement services, kStore/kCentral, are no longer available as these were terminated by divine/RoweCom last fall. They will be replaced by a new e-procurement service from EBSCO.
- ◆ Our consolidated service is unchanged.

What are your immediate marketing projects ?

Communication and marketing

The Marketing and Communication department is also preparing several projects:

- ◆ New sales brochure for the presentation of EBSCO Information Services SAS
- ◆ Launch of new products
- ◆ Involvement in many professional events such as ABF, i-expo in June (ex IDT), ADBU.
- ◆ Organization throughout France of several symposiums for customers, beginning in September 2003
- ◆ New Web site address : www.ebsco.com

Should you need more information, please contact us :
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