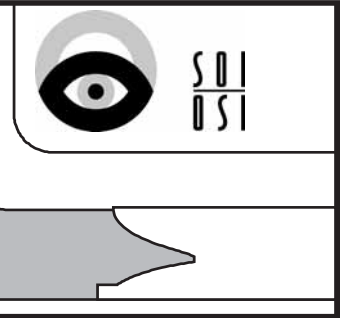


Optosys[®] Info



4, Place du Commerce, Suite 460, Montréal (Québec) H3E 1J4 Tel. : (514) 762-2020 Fax : (514) 762-9933 www.opto.com

Load-up your shopping cart!



There's \$3,000 in b2b credits to be won!

The contest runs July 1st to December 31st, 2005 (6 draws)

Your first order gets you \$20 off your next order!

The first order placed between July 1st and December 31st entitles you to a \$20 discount on your second order. You'll also automatically be entered in the Load-up your shopping cart contest.

A \$500 b2b credit will be won every month for the duration of the contest.

Get all the details at opto.com/b2b.

Welcome to fast and easy ordering!

TECHNICAL SUPPORT: SURVEY RESULTS



The results are in and the majority of respondents surveyed ranked their overall satisfaction as totally satisfied or nearly totally satisfied. More specifically, respondents were very pleased with the response time and courtesy received from the technicians who dealt with their calls. Our survey also indicates that respondents are nearly completely or completely satisfied with the service received unrelated to Optosys[®]. With respect to the other aspects surveyed, the results are evenly spread according to the type of service required.

Survey comments show that respondents prefer to have the same technician handle the service call from beginning to end when multiple interventions are required.

What you need to know:

(1) The person answering your questions is experienced and capable of managing your request; (2) the technician's role is to gather as much information as possible in order to diagnose your problem and implement a solution quickly. Therefore, it is very important for you to clearly explain the situation and the effects being experienced in the clinic; (3) every service call is assigned a case number that you can use at all times to track the status of your request; (4) if the problem turns out to be more complex and requires more specialized expertise, such as in-depth knowledge of the Optosys[®] Software, your call will be transferred to one of our specialized technicians.

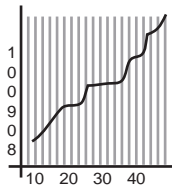
These are the various levels of service possible when requiring assistance:



Your comments are very important to us because they help us provide you with optimal service. Thank you for your cooperation!

OPTOSYS² Installations

June 2005



Drs. Lidkea, Elliott & Lidkea, O.D.
Fort Frances, Ontario

Clinique Visuelle Harvey & Savard
Alma, QC

Clinique Visuelle De Beauport
Beauport, QC

Clinique Vision Alliance Vision Clinic
Shediac, QC

Centre D'Optométrie de L'Estrie
Sherbrooke, QC

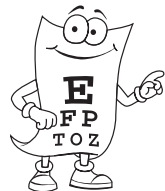
Carrier & Associés Optométristes
Asbestos, QC

Centre D'Optométrie De L'Estrie
East Angus, QC

Multi-clinic network

Discover OPTOSYS².com

Turn this page over and Discover Optosys[®] 2. This month we're featuring the Patient Tab found in the Patient File.



On the left side of the screen you will find a menu containing 3 sections, the first of which is Navigation. This section contains shortcuts specific to the task you are performing. The second is Web. This section allows you quick access to OSI's Intranet and Online Ordering. Last but not least, is History. This section allows you to access the most recent patient files consulted or to return to the most recent operations performed.

The bar at the bottom of the screen also contains information such as: the user currently connected to the system, the company selected and the version of the software being used.

The middle of the screen contains the patient's file and provides a selection of tabs. The featured tab is the Patient Info tab which contains the primary information on the patient. Look for future editions of Optosys Info to learn more about the remaining tabs.

OPTOSYS².com : The leading optometric practice management system...
Now connected to the world!

Discover Optosys[®] 2

The patient's file

Optosys 2 File Edit Actions Selection Printing Admin Language Help

Navigation: Welcome Patient Agenda Inventory Selection results

Web: Intranet Order-Online

History: Titles Abbot, Jocelyne Plante, Jacqueline

Patient Info: Notes Family Visits Rx Invoices Attachments

Plante, Denise

Company: 001 Optometric Services Inc. Opening: 15-06-2005 Active

File: 0000020645

Date of birth: 04-04-1970 Age: 35 years Language: French

Gender: Female Medicare: PLAD 7054 0411 Exp. Social Ins. No.:

Optometrist: 06 Pauzé od, Caroline

Ophthalmologist: Optician: Assistant:

Occupation: Other: Do not recall: Patient balance: \$0.00 Third party balance: \$0.00

Title: Mrs. Plante Initials: Denise Spouse:

Primary Contact: Plante, Georgette

Attention: 4, Place du Commerce

Address 1: Verdun Quebec Canada H3E 1J4 Address unknown:

City: Province: Country: Postal code:

Home phone: (514) 762-2020 Work: (514) 762-2020 Ext.: 243 Cell phone: Pager: Email: dplane@opto.com Preference: Home Phone

Co: 001 Workstation: DPLANTEXP Server: Http://127.0.0.1/optosys/OptoSysServices.aspx Version: 2.0.13.0 15/06/2005 10:38 AM

Connected User: Denise