

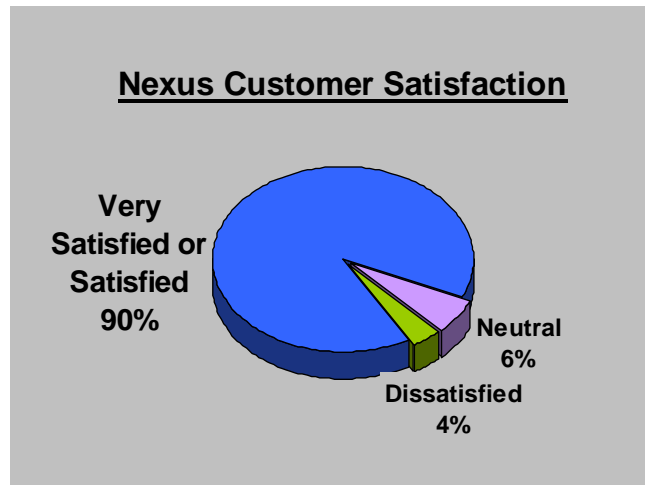
Nexus Products and Services Earn Top Marks with Customers Customer Satisfaction Survey Reveals Excellent Performance Rating

This summer Pandell conducted a customer satisfaction survey to gain feedback on our products and services. The purpose of the survey was to set a benchmark from which to improve and enhance the customer experience for our Nexus product clients.

General Survey Results

Survey results confirmed that our customers are pleased with the products and services we provide. Of the 99 customers who participated in our survey, 90% reported they were satisfied or very satisfied with their overall experience with Pandell, and 94% said they would provide a positive referral to a colleague or associate regarding Pandell and our Nexus products.

Results also showed 63% of our product users have been using Nexus solutions for a minimum of two years, indicating that Nexus products are established back-office solutions for industry experts in junior and mid-sized companies.



Key Performance Ratings

The following performance scores indicate the percentage of survey respondents who answered favorably to the adjacent question.

	Yes/No	Performance Score
Is your Nexus product easy to use?	✓	96%
Does your Nexus product have the features and capabilities you need to perform your work?	✓	92%
Does your Nexus product perform as expected in a consistent and reliable fashion?	✓	96%
Does Pandell's support service provide timely, accurate and knowledgeable answers to your questions?	✓	94%

What's Ahead

As leaders and pioneers of Software-as-a-Service (SaaS), Pandell will continue to introduce innovative programs and services that address the dynamic needs of our oil and gas customers. Beginning this fall, watch for the launch of our new Customer Support Center on the web at <http://help.pandell.com>, and our NexusSuite™ *Covering Your Back-Office* Tutorial Series. With flexible support services and focused learning programs, it's easy to see why Nexus products have been selected by over 200 of the most successful junior O&G companies in Canada.