

Dear ...,

The global economic downturn of 2008 and 2009 affected all of us. Together, as translation partners, we weathered this challenging and uncertain economic environment and demonstrated our value to clients worldwide. Today, while some economies are showing some signs of improvement, the overall demand environment remains fragile and volatile:

• This week, *The Economist* commented that “industrial production in the USA fell by 0.2% in September, the first decline in more than a year”;

• In October alone, the US Dollar lost 6% of its value against the Euro. Year-to-date the US Dollar also lost 6% of its value against the Japanese Yen;

• Most economists predict little or no growth in Europe and Japan for 2011.

In today's uncertain economic environment customers expect all of us to deliver “more for less”. To remain competitive, we are all demanding more from ourselves to meet these challenges.

Against the backdrop of this negative economic context, **effective November 1, 2010 through January 1, 2011 we require all our partners to provide a 5% discount on all Lionbridge projects**. This discount is independent of any other agreements we may have in place with you.

Lionbridge is not taking this step lightly and understands the effort it represents. Please keep in mind the following points:

• In most markets, Lionbridge bears the full burden and risk associated with exchange-rate fluctuations; as a USD denominated company this means we have effectively seen our outsourcing costs rise by approximately 6% in the last month alone;

• Lionbridge continues to put tremendous effort into securing new and existing customers and markets, effectively providing for our and YOUR future revenue streams;

• To meet customer demands, Lionbridge has taken extraordinary steps to reduce its fixed costs and we will continue to do so. We ask our partners to do the same.

In closing, I want to reiterate Lionbridge's commitment to increasing market demand for translation services by providing the industry's most innovative, efficient and high-quality services that enable clients to extend their global reach. As our translation partner, your success is tightly aligned with our success. I want to personally thank you for the services you are providing to Lionbridge during these challenging times and I look forward to extending our partnership in 2011 and beyond.

Thank you,

Didier

Didier Hélin

Vice President
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