

1. Why is PowerSchool Pro being discontinued?

As technology has evolved, so have the Pearson SIS products. Many of the new features being offered in PowerSchool Premier require new technology which is simply incompatible with PowerSchool Pro. We believe these new features offer real value to you and we want to help you migrate quickly and easily. Examples of this new functionality not present in PowerSchool Pro, include the following:

- Use of PowerTeacher, the web-based gradebook and classroom tool
- Family Management
- Incident-based discipline management and reporting
- Access to your data from other applications such as Excel and Filemaker
- Built-in Flash based reports
- A wide range of upcoming new features to be included with the Premier application, such as a WYSIWIG graphical reporting tool

2. Can we migrate to PowerSchool Premier before the school year ends?

Yes, the upgrade generally takes less than one day and many customers have chosen to migrate during the school year. Upon receipt of your purchase order, our Services team will work with you to determine the appropriate timeline for your migration and will make every effort to meet your individual timeframe and specific needs.

3. Will training be required for our users and system administrators?

While PowerSchool Premier continues to offer the same user-intuitive interface that PowerSchool Pro customers are accustomed to, there are several distinct features in Premier that make it the pre-eminent SIS on the market.

To ensure that our customers are equally successful in PowerSchool Premier as they have been in PowerSchool Pro, the Product Education team has developed courses that will provide PowerSchool Premier users with the information they need to take advantage of the new functionality.

Please refer to the documentation concerning the PowerSchool Pro-to-Premier Readiness Training for more information regarding the available courses.

4. Is PowerSchool Premier compatible with Apple's Leopard operating system? Is it compatible with the Mac/Intel platform?

PowerSchool Premier will be certified to run on both Leopard and Vista in June 2008.

Support for the Macintosh Intel platform for the PowerSchool Premier database will be available Q4 2008, while complete support for the PowerSchool Premier application is planned for Q2 2009.

Therefore, if you are district using a server array in which the database is on its own server, you can use MacTel hardware for the database in Q4 2008. If you are a district using a single server, you will be able to use MacTel hardware by Q2 2009.

5. Can Pearson host PowerSchool Premier?

Yes. We are pleased to offer a hosting solution that provides the following benefits:

- No hardware purchase required
- All upgrades, backups, and database maintenance included. You own the license for PowerSchool Premier

If you are interested in more information about our hosting services, please contact your Account Executive.

6. Can we use the Pearson hosting solution for one year, until the compatibility with MacTel is complete?

Yes, you may use this service for as long as you wish. Our Services team will work with you to determine the effort and cost to move your implementation from a hosted environment to a local deployment in your district, when you are ready.

7. Will additional software be required to use PowerSchool Premier?

While no additional software is necessary to run the application itself, additional software may be necessary based on your hardware requirements (refer to FAQ #8).

8. Will additional hardware be required to use PowerSchool Premier?

The use of PowerSchool Premier may require additional hardware depending upon your circumstances and intended choice of gradebook functionality. Our Services team will work with you to determine the appropriate hardware requirements for your use of Premier as part of the migration process. Districts can take advantage of our Hardware Procurement Service and prices that offer the following:

- On-site hardware installation / configuration
- Dell Server(s) for PowerSchool deployment, configured based on the district size of your district. Custom quotes are also available for HP Servers.
 - Server configurations include enough disk space to store "on-line" backups of your PowerSchool database.
 - Server configurations generally follow a "conservative" interpretation of PowerSchool hardware requirements. (e.g., Configurations are generally slightly above the recommended hardware specifications.)
- All Dell servers include the standard Dell three year hardware warranty with next business day parts replacement
- Appropriate Windows software license(s) (e.g., Windows Server Enterprise and Windows External Connector)
- Server Power Protection / UPS, sized for the number of servers
- Anti-Virus Software
- Tape backup hardware and software is available
- Any / all shipping and travel costs (excluding Hawaii & Alaska)

For more information on the Services or hardware packages available, please contact your Pearson Account Executive.

9. What services are included in the migration to PowerSchool Premier?

Each migration from Pro to Premier is performed remotely by a designated Technical Project Manager. The standard migration services include the following:

- Orientation Seminar via Teleconference
- Individually-Prescribed Server Environment
- Review of Minimum System Requirements
- Server Readiness Review

- Diagnostic Analysis of Data
- Error Checking and Removal
- Conversion of Data (if moving to a new operating system)
- Installation of PowerSchool Premier
- Installation of Database
- Configuration of Image Server
- Migration of:
 - Setup-related Data
 - Customer-specific Data
 - Historical Data
 - Premier-compatible Reports
 - Premier-compatible Customizations
 - Student and Staff Photos
 - SSL Encryption Configuration

For more information regarding these services, please contact your Pearson Account Executive.

10. Is there incentive pricing for us to move to PowerSchool Premier?

You have made an investment in Pearson and we want to keep you in the Pearson family. The Loyalty Program we have put together represents up to 75% off the standard price for PowerSchool and its migration. Please review the pricing flyer enclosed for specifics.

To learn more about our Loyalty Program, please visit www.PowerSchool.com and select the link for PowerSchool Pro customers. Or, call us at 877-873-1550.

Please note that our Loyalty Program pricing is valid through July 31, 2008.

11. Is State Reporting included in the Loyalty Program?

PowerSchool State Reporting is included in the pricing for the Loyalty Program. If you have specific questions about our innovative state reporting program, please contact your Account Executive.

12. We are not interested in moving to PowerSchool Premier. Can we continue to use PowerSchool Pro past the dates outlined in the letter?

Yes, your license agreement allows you to continue to use the product; however, since Pearson will no longer support the product beyond the dates outlined, or provide feature or maintenance updates, including maintenance on state reports, we urge you to talk with one of our Account Executives to explore your options.

13. Will there be any further changes to PowerSchool Pro (e.g., will PowerSchool Pro be updated to be Leopard or Vista-compliant?)?

Beginning June 2008, any further changes to PowerSchool Pro will be very minor and will only address critical bug fixes or state reporting requirements for certain states. We will not be adding support for new platforms or operating systems, such as Leopard.

14. Who do I call for help, more information, or to get started?

For more information, please visit our website at www.PowerSchool.com or call 877-873-1550. We will connect you with your Account Executive to discuss your options or answer questions.