



Hewlett-Packard Company
19111 Pruneridge Avenue
Cupertino, CA 95014-0795

March 4, 2002

Valued HP Customer:

The intent of this letter is to present to you HP's commitment to HP-UX (UNIX) operating systems and to HP's industry-leading infrastructure for the next two decades.

Since the early eighties, HP has led the industry in bringing open systems based on mission critical HP-UX systems to enterprise customers. Today, HP is one of the largest UNIX vendors in the world with nearly two million systems installed, and fiercely loyal customers deploying in widely diverse environments from the desktop to the data center in the most demanding mission critical roles. HP has consistently led the market in key areas such as performance and scalability, mission critical availability, end-to-end manageability and OS security. HP today leads the market with over 50,000 mission critical installations worldwide. Also, HP's broad range of strategic alliances and relationships with the ISV community (over 16,000 applications) is largely responsible for HP's success in the UNIX server marketplace.

HP is continuing to make HP-UX the most comprehensive OS for high availability, mission critical computing with a broad range of Always On Internet Infrastructure (AOII) functionality. Specific areas of enhancement include utility-centric computing and highly secure, highly scalable enterprise management functionality with self-healing and self-managing system administration.

HP-UX represents a strategic intellectual property for HP. HP's continued commitment to the HP-UX operating system is demonstrated through consistently increased investment in R&D, bringing industry-leading functionality to the enterprise customer, and by providing the most challenging business-critical solutions for a broad range of markets such as telecommunications, manufacturing, finance, banking, scientific computing, transportation, defense, etc. HP has thousands of R&D engineers (located in California, Colorado, and Texas in the U.S.A. and in India) committed to the further innovation of HP-UX in the areas of high performance and scalability, always-on availability, partitioning and manageability, security, and seamless interoperability with Windows and Linux systems, among others.

Going forward, HP is committed to providing UNIX server solutions based on PA-RISC and Itanium Processor Family architectures. The strategy includes bringing to market platforms that are based on PA-RISC today and are easily upgradeable to future PA-RISC and Itanium based processors, while maintaining complete binary compatibility with the 64-bit HP-UX operating system. In addition, the product portfolio consists of a broad range of no-risk transition tools that ensure source and binary compatibility for platforms well into the future, thereby providing a convenient timeframe for our customers to transition to Itanium based systems. HP expects the Itanium processor family to extend over two decades, and is aggressively investing to maintain functionality leadership in the HP-UX operating system on Itanium Based systems.

HP enjoys a leadership position in the UNIX market, and it is committed to making significant investments in HP-UX to remain the OS of choice.

Thank you for your continued support.

Sincerely,

A handwritten signature in black ink that reads 'Mark Hudson'.

Mark Hudson, Director of Worldwide Marketing
Business Systems and Technology Organization (BSTO)