



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304-1185
www.hp.com

November 20th, 2002

Dear Valued HP Eloquence Customer:

In an effort to assist you with future systems planning, the Hewlett-Packard Company ("HP") is providing the following update regarding the HP Eloquence software product end-of-support plan. .

The purpose of this letter is to provide you with written notice informing you that HP will no longer be supporting the HP Eloquence software product numbered B1368B. HP will continue to honor existing customer support agreements until the End of Support date, which is March 31, 2003. HP will refund a pro-rata portion of any prepaid fees attributable to any remainder of the term in the support agreement following March 31, 2003. Your Support Agreement Specialist will issue any necessary credits and/or re-bills.

There are no replacement products for HP Eloquence offered by HP. HP has transferred the Eloquence software to Marxmeier Software AG who intends to offer follow on products and support solutions. To assist you in making a decision we have enclosed information about Marxmeier Software AG.

HP is not responsible for any third party products or services that you may choose to replace HP Eloquence.

Company: Marxmeier Software AG
Contact: Ruth Schuerrle
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Email: info@marxmeier.com
<http://www.marxmeier.com>

HP takes this opportunity to thank you for choosing Hewlett-Packard products and support. We hope that you will continue to look to Hewlett-Packard for your future computing solutions. Should you have any questions about this change in support, please contact your local Support Agreement Specialist.

Sincerely,

General Manager
HP Customer Support
Hewlett-Packard Company