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November 20<sup>th</sup>, 2002

Dear Valued Customer:

To assist your future systems planning efforts, Hewlett-Packard is providing the following information regarding the transfer of HP product support and distribution of the HP Eloquence product to Marxmeier Software AG (main offices at Besenbruchstrasse 9, 42285 Wuppertal, Germany).

Background: HP Eloquence is a well-integrated application development and runtime environment. It can significantly improve productivity by allowing developers to design and implement prototypes or customize existing programs easily. Thousands of installations in all parts of the world have used this product successfully since HP Eloquence was released in 1990.

Decision: HP's distribution and support of the HP Eloquence product is ending, but an alternative means of obtaining this product and support for it is in place. This letter is to notify you of these changes.

Due to product and support service restructuring at HP, it is no longer possible for HP to provide direct distribution and support for the HP Eloquence product. However, because of long-standing relationships between HP and Marxmeier Software AG, there should be minimal disruption to the customer base. The agreement effective today is just reflecting in writing what has been reality and good practice in the last fourteen years. Marxmeier Software AG offers support services for HP Eloquence, and product distribution of a renamed version of HP Eloquence, called "Eloquence."

Marxmeier Software AG has been responsible for product development under contract from Hewlett-Packard GmbH for fourteen years. Furthermore, HP has been partnering with Marxmeier Software AG since 1977 to provide HP Eloquence product marketing, distribution and support services. Recently, Marxmeier Software AG developed the TurboIMAGE Compatibility Extension software for HP Eloquence, which allows an easy migration of the HPe3000 IMAGE database to the HP Eloquence database on the HP-UX, Windows® and Linux® platforms. Many e3000 customers are finding this version of Eloquence useful in their transition plans and processes.

The product number affected by this announcement is:

### **B1368B- HP Eloquence Development Environment**



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**Sales and Support Transition**

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 pre-paid 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.

For assistance in making a decision about follow-on products and support services, please contact Marxmeier Software, AG:

Contact: Ruth Schuerrle  
Phone: +49 202 2431440  
Fax: +49 202 2431420  
Email: [info@marxmeier.com](mailto:info@marxmeier.com)  
<http://www.marxmeier.com>

We would like to take this opportunity to thank you for choosing Hewlett-Packard products and services.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Lindemann', with a horizontal line extending to the right.

Gerhard Lindemann  
Hewlett-Packard GmbH