

December 27, 1999

Dear CIO/Senior IS Manager,

We wish to formally notify you of Borland's corporate plan for Entera so that you are able to effectively plan for the future.

Given the pace of technological change, we believe it to be in the best interest of our Entera customers to begin planning for a future based on CORBA and EJB. We believe it is inevitable that support for DCE from major industry vendors will continue to decline. In light of this, migration to the mainstream standards of CORBA and EJB will extend the life of your applications and serve to protect your investment.

Support

Our philosophy has always been to help our customers keep their applications running smoothly regardless of version. However, there comes a time when the majority of customers have migrated to the latest major version and our support efforts must be focussed on that version. Implementing fixes or enhancements for older versions of the software offers less and less return to the Entera customer community as a whole, as it draws resources from mainstream support issues. Entera customers are entitled to an Borland policy that invests support and R&D resources where they will provide maximum benefit to the Entera community. With this in mind, Borland is formally announcing that we will be discontinuing R&D and technical support for Entera 3.2, effective February 28, 2000. This will allow us to fully focus our resources on providing improved support for Entera 4.x moving forward.

Borland will continue to provide support for Entera 4.x and AppCenter for Entera until December 31, 2001. This policy is inline with timeframes from other major vendors in respect of support for DCE, and provides for the migration of Entera applications to other platforms. Please note that Entera 4.2 is now officially in maintenance mode. This means that there will be no new enhancements to, or releases of, the product. Maintenance support will be limited to the current list of officially supported platforms. Please see <http://www.borland.com/entera/platforms.html> for a full listing.

Borland is committed to providing a high quality of support for Entera customers as per this plan. We are committed to building and maintaining the Entera support and R&D teams to ensure a high quality of support service.

Migration Path

In light of the fact that support for Entera 4.x will be discontinued at the end of 2001, it makes sense to begin planning now for that eventuality. We believe that in the majority of cases, migrating to CORBA, JAVA, and EJB represents the best way to protect your application

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investment for the long term. A major benefit of Entera is that it encourages componentized design practices, separating the business and data access logic from the presentation client front ends. The modular, highly componentized nature of Entera applications facilitates application re-use and makes migration to CORBA a manageable task. As your business and data access logic is encapsulated in functionality and data access servers, migration of these servers preserves your core application logic for the future. One of Borland's largest Entera customers has already started migrating their applications, porting "C" functionality servers to JAVA and CORBA, and porting data access servers to JDBC.

Borland's Professional Services Organization is available to provide advice and consulting on the best migration approach given your particular circumstances and strategic goals. Our PSO group will be able to help you develop and implement a migration plan.

Questions?

If you have any questions concerning the Entera strategy outlined here please call your sales representative and they will be happy to provide you clarification. Visit <http://www.borland.com/wheretobuy/corpsales/> to identify the corporate sales representative servicing your area.

We look forward to working closely together with your organization moving forward and wish you continued success in your endeavors.

Sincerely,

The Entera Product Management Team