

OpenSNA Letter of Withdrawal from Customer Support

January 15, 1999

Dear OpenSNA Customer:

Peregrine Systems, Inc., is discontinuing support for the OpenSNA product on December 31, 1999.

Peregrine Systems, Inc. will continue to support OpenSNA, to the best of our abilities, until the support termination date. At that time, all support, including support under a time and materials agreement, will be discontinued.

If you believe that you are entitled to the OpenSNA source code, based upon your license agreement, please contact your Account Executive for further details. If you are entitled to the source code, it will be delivered to you on December 31, 1999. Please be aware that OpenSNA source code will remain the intellectual property of Peregrine Systems, Inc., and must be treated as such.

If you have any questions regarding this announcement, please do not hesitate to contact me.

Respectfully,

Ed Chopskie
Director, Product Management
Peregrine Systems, Inc.
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