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Dear StorageTek Customer,

Since the recent announcement of Sun's proposed acquisition of StorageTek, the topic of ongoing product and solutions support has emerged as an area of some customer interest and concern. In this letter, I'd like to do what I can to address—and, I hope, alleviate—that concern.

Of course, until the deal is completed, Sun and StorageTek remain two separate companies, and questions about Sun's post-closing intentions are probably best directed to Sun itself.

But I can tell you, confidently and unequivocally, that both Sun and StorageTek are committed to, and will stand by, all customer contracts in effect when the transaction is completed, as we are legally bound to do. And, if those contracts include commitments with regard to ongoing product and solutions support, those commitments will be fully and faithfully honored as well.

At StorageTek, as you know, we have historically supported and serviced our major enterprise products for several years following the declaration of "end of manufacturing"—typically for as long as five years, and sometimes longer in specific contracts. In addition, we have historically given up to six months' notice of the end of manufacturing of any product. Post-completion, as the core of the combined company's enterprise storage business, we certainly intend (subject, as always, to overall business conditions) to continue these pro-customer business practices.

Moreover, I want to call your particular attention to a statement by Sun Chairman and CEO Scott McNealy in his recent letter to StorageTek customers. In that letter, Scott wrote that Sun, like StorageTek, is committed to making this transaction a great success for all constituents—including StorageTek customers.

Specifically, he said, Sun is committed to "maintaining StorageTek's legacy in attaching to heterogeneous and OS390 operating environments, and to maintaining StorageTek's strong commitment to its automated tape library and information lifecycle management (ILM) future product roadmaps." That commitment includes ongoing product and solutions support.

In short, I believe you can rest assured that Sun, StorageTek, and the combined enterprise we are creating, will be a good business partner for you and our thousands of other customers this year, next year, and for many years to come—and that doing everything we can to serve, and satisfy, the customers of that combined enterprise is and will remain a top corporate priority.

If you have any additional questions or comments on this or any matter related to the transaction, please feel free to contact me, Michael McLay, or your local StorageTek representative.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Patrick J. Martin', is positioned below the 'Very truly yours,' text.

Patrick J. Martin
Chairman, President and CEO
StorageTek