



UNUM Life
Insurance Company
2211 Congress Street
Portland, Maine 04122
207 770-2211

Fax

13 October, 1992

-770-6933

Mr. Mike Maples
SVP - Applications Development
One Microsoft Way
Redmond, WA 98052-6399

Dear Mr. Maples:

During our visit to Redmond in January of this year, you assured us that Microsoft Applications: Word, Excel and Powerpoint would be developed as native OS/2 applications, in their Windows-equivalent form, provided it made business sense to Microsoft. Further, you assured us that Microsoft would work with IBM to make certain that the Windows versions of those tools would work under OS/2 2.0.

When you were asked to qualify your statements about "business sense" and the tools "working," you stated that a good number was 1/2 million a year of OS/2 2.0 shipments, and that tools working meant that everything works the same except the performance might be slower.

Prior to our trip to Redmond, we were not considering Microsoft applications because we had little confidence in Microsoft's commitment to develop its applications for OS/2 2.0. Our strategy calls for consistent use of applications across operating environments at UNUM because we recognize that not all needs can be met with one desktop environment.

Based on your commitment, we decided to include Microsoft Windows applications in our product evaluations and consequently choose them as our GUI tool standard. We have made a considerable investment in your products. This was based on your commitment to us that if OS/2 2.0 shipped 500K copies per year, your applications would be there. This condition has been met. We would like to hear your plans for following through on your commitment.

Sincerely,

John J. Alexander
A handwritten signature in black ink, appearing to read "John J. Alexander".

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Sincerely,

John J. Alexander, Jr. SVP & CIO

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Mike Kosek

Fax 207 770-6933

JNum

MS 0174525
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Cathy Walker

From: Mike Kosek
To: Cathy Walker
Cc: Kathy Zwigard; Mike Kosek
Subject: FW: UNUM - OS/2 application development
Date: Monday, November 23, 1992 10:58PM

PCathy,

Per our conversation, the attached mail outlines the concerns from UNUM and their feeling of being "mislead" by Microsoft's executives from their executive visit.

Please forward to MikeMap for his response.

At this point in time, UNUM has ordered approximately 1,000 Copies of Windows and Windows based applications for their 5800 PC base. They are evaluating EMail systems and have stated that they may not be able to "trust" Microsoft's commitment to supporting Windows, DOS, and OS/2 clients. Additionally, they are hearing from our competitors, namely Lotus, that they will have and are committed to having products for both Windows and OS/2, claiming Operating System Independence. Lotus is also stating that both the OS/2 and Windows products will be identical in functionality, so UNUM will not have to support multiple versions of the same product.

Thank you.

Mike

From: Andy Berman
To: Beth Rice; Dan Hochman; Kathy Zwigard; Mike Kosek
Subject: FW: UNUM - OS/2 application development
Date: Monday, October 19, 1992 9:26AM

From: Mike Appel
To: Andy Berman
Subject: FW: UNUM - OS/2 application development
Date: Saturday, October 17, 1992 4:57PM

From: Mike Maples
To: Mike Appel
Subject: RE: UNUM - OS/2 application development
Date: Thursday, October 15, 1992 3:59PM

I would like to respond.

| From: Mike Appel
| To: Mike Maples
| Cc: Andy Berman; Jeff Raikes; Mike Appel; Pete Higgins
| Subject: FW: UNUM - OS/2 application development
| Date: Thursday, October 08, 1992 4:12PM
| Priority: High

| Mike - guess you should be prepared on this letter
| arriving.....let me or Andy know if you want any additional
| info - or if we need to respond...

| Thanks,
| mikeap

Mike Kosek
Beth Rice
Andy Berman

By Dec 10th
"Workshop char"
if Mike hasn't
sent it."

| From: Andy Berman
| To: Mike Appé
| Subject: FW: UNUM - OS/2 application development
| Date: Thursday, October 08, 1992 2:24PM
| Priority: High

| Mike,
| No need to paraphrase. Please read attached. Should I forward on to Mikemap or Peteh.

| From: Kathy Zwigard
| To: Beth Rice
| Cc: Andy Berman; Dan Hochman; Kathy Zwigard; Mike Kosek
| Subject: UNUM - OS/2 application development
| Date: Friday, October 09, 1992 11:24AM
| Priority: High

| This morning Dan Hochman and Mike Kosek had an unpleasant
| conference call with UNUM (Jerry King, Rachael Stamieszkin,
| Gene Sweeney, Dave Morin). UNUM wants to know what
| Microsoft's commitment is to OS/2 application development?

| Situation:
| On 1/23/92 UNUM was in Redmond for an executive visit. Mike
| Maples addressed the group:
| Jerry King- Dir. of Corporate Research and Technology
| John Alexander - CIO
| John C. Roberts - VP Business Application Development
| Rachel Stamieszkin - Mgr. Planning and Development
| Alex Bakman - Mgr. Corporate Research and Development
| Jim Fitzgerald - Second VP Distributed Systems Development

| UNUM asked Mikemap what Microsoft's commitment was to the
| development and support of OS/2 applications? Mikemap
| responded that when OS/2 reached 500,000 units that we would
| support OS/2 as a viable platform. Now that IBM reports they
| have shipped more than a million units of OS/2, UNUM wants to
| know how we will be showing our commitment to OS/2. (Dan
| Hochman went back to his notes from the visit and he has
| 500,000 units of OS/2 written down too.) Because of Mike's
| commitment, UNUM decided to go with Microsoft's suite of
| Windows application products.

| UNUM feels "mislead by Microsoft" at this time and if
| Microsoft does not continue to develop applications (Word,
| Excel and PP) to be current with our Windows versions they
| "will reconsider their decision to have Windows at the desktop
| at UNUM." That could be as high as 5,800 desktops. OS/2
| continues to be their strategic platform.

| John Alexander, CIO, is writing a letter to Mikemap to voice
| his concern and will be asking for Mike's response back to him
| in writing. I wanted to make sure this got to Mikemap
| promptly.

| Mike Kosek talked to Blas Garcia, Word and Richard Tait and
| has been told that we do not have any plans to enhance PM Word
| or PM Excel except for a potential maintenance release. We
| are a version behind the Windows platform now.

| ACTION:
| We need to get Microsoft's answer back to John Alexander at
| UNUM as soon as possible. Thank you.