

**From:** Richard Fade  
**Sent:** Tuesday, July 25, 2000 6:49 PM  
**To:** Richard Fade's Direct Reports  
**Subject:** FW: PROPOSED FINAL : "Changes in Windows 95 Availability and Support" Communication

Heads up  
Comments to me in the next 24 hours or I assume you are OK with this

—Original Message—

**From:** Mike Wickstrand  
**Sent:** Tuesday, July 25, 2000 6:48 PM  
**To:** Joachim Kempin; Richard Fade; Kurt Kolb; Jason Kap; John Frederiksen; Tom Opdycke; Stephanie Ferguson; Steve Brown (BSD); Noury Bernard-Hasan; Mark Croft; Lori Moore Ross; Matt Fingerhut; Karl Tussy; Tim Schreck; Jim Hoehstetter; Harve Byrd; Peter Ku (LCA)  
**Subject:** PROPOSED FINAL : "Changes in Windows 95 Availability and Support" Communication

Prior to wide distribution of this document Friday morning, I wanted to give everyone on this e-mail one last look at the proposed final document and confirm you're comfortable with the content. Once I receive confirmation from the above distribution (and process any last minute changes), I'll immediately copy each of you on the exact document going out Friday morning so you can distribute and communicate as well.

Thanks - Mike



PROPOSED FINAL -  
Windows 95 EO...

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To: Microsoft® Field Salesforce and Partner Organizations

Subject: Changes in Windows® 95 Availability and Support Options

The purpose of this memo is to communicate upcoming changes in the distribution and support policies for Windows 95 given the mainstream business adoption of Windows 2000 Professional and as we approach general availability of Windows Millennium Edition on September 14, 2000.

- As of January 1, 2001, Microsoft will make Windows 95 available through its authorized OEM distribution channel only and will no longer directly license Windows 95 through its direct OEM channel.
- For Windows 95 purchases in the US and Canada after September 14, 2000, assisted technical support for Windows 95 will change to a paid-only model. Customers who prefer to take advantage of Microsoft's no charge self-support alternatives will find a wealth of online technical support content at [support.microsoft.com](http://support.microsoft.com). Details of Microsoft's support policies outside of the US and Canada will be communicated separately.
- As of January 1, 2001 and until December 31, 2001, Microsoft will offer paid-only Windows 95 QFE support. As of January 1, 2002, QFE support for Windows 95 will no longer be available.

Since Windows 95 was released six years ago, Microsoft has released several fixes and updates to the desktop operating system range (Windows 98, Windows 98SE, Windows NT Workstation, and Windows 2000 Professional), all of which have been widely adopted by customers of all sizes.

With the release of these updated versions, retail and OEM customer demand for Windows 95 has steadily declined in favor of these newer versions. Microsoft acknowledges that some customers will still wish to use Windows 95 and any OEM can continue to service these customers by obtaining Windows 95 through the authorized OEM distribution channel.

For business applications, Microsoft recommends Windows 2000 Professional. Built on NT Technology, Windows 2000 Professional offers rock-solid reliability and improved manageability that simplify desktop management. Its integrated Web capabilities and broad support for mobile computers and hardware devices make it easy for business users to connect to the Internet and work anywhere, anytime.

For the home user, Microsoft recommends Windows Millennium Edition that will be available later this summer. Windows Millennium Edition has been designed specifically for home users. It provides home users with the power to manage digital photos and music, work with video, create a home network, and communicate with friends and relatives around the world. Consumer-oriented help wizards and built-in system safeguards will keep things running smoothly in the home.

**MS-PCA 2605102**

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