

Document Separator Sheet

Plaintiff's Exhibit

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Comes v. Microsoft

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Office XP RTM—Internal Talking Points and Rude Q/A

Talking Points

- Today, Microsoft announced that Office XP, the new version of the world's leading Office software, has been released to manufacturing and will be available in retail later this spring.
- Microsoft has completed its extensive development and test efforts for Office XP and the product will enter the manufacturing phase.
- This marks an important milestone for Office XP, which is the most significant version of Office ever released.
- Major customers, partners and developers are lining up in support of Office XP. Over 500,000 corporate customers have the opportunity to evaluate Office XP's corporate preview release over the next several months and many customers have already expressed excitement about Office XP. Hundreds of Microsoft Certified Solution Providers (MCSPs) and Independent Software Vendors (ISVs) are also already building Office XP solutions today.
- Office XP is on track for availability later this spring.
- Office XP will deliver exciting new experiences for all types of customers, whether they are at home or in the enterprise. These experiences simplify productivity, enable collaboration for everyone, and provide flexible solutions to solve business needs.

Rude Q&A

What does today's announcement mean?

Today we announced that Office XP has been released to manufacturing and will be available in retail later this spring. This means that we have completed our extensive development and test efforts for Office XP and the product will now enter the manufacturing phase. Major customers, partners and developers are lining up in support of Office XP, which will deliver exciting new experiences for all types of customers, whether they be at home or in the enterprise. These experiences simplify productivity, enable collaboration for everyone, and provide flexible solutions to solve business needs.

Microsoft states that Office XP will be available in the spring, when specifically?

Office XP will be available toward the end of the first half of this year. We aren't announcing a specific date at this time.

Will Office XP be available on May 31, as recently reported in the press?

We aren't announcing a specific availability date at this time.

How much does Office XP cost? Will there be a promotional price for Office XP?

We aren't announcing these details today. These details will be announced closer to product availability.

Which products will be in the Office XP suites?

We aren't announcing these details today. These details will be announced closer to product availability.

Why aren't you announcing these details yet?

Today we are announcing that the development and testing for Office XP has been completed. We will announce other details closer to availability.

Why is there so much time between RTM and retail availability?

The manufacturing process typically takes several months once the product has been released to manufacturing.

What are the advantages to upgrading to Office XP?

Office XP delivers a smarter work experience by simplifying personal productivity, enabling effective collaboration and providing flexible solutions that solve business needs. Office XP's greatest strength is that it delivers extensive new innovations that will truly change the way people work by making them more efficient and productive. We worked with a wide range of customers to shape this product and are excited to see that customer response has been very positive.

What is the difference between Office 2000 and Office XP?

Office XP is the most significant version of Office ever released and delivers an exciting set of experiences for the 21st century knowledge worker, including:

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- *Personal Experience* - Office XP enables people to experience a smarter way of working by presenting the tools they need as they work, offering greater control over the way Office works, and ensuring that people don't lose data.
- *Collaborative Experience* - Office XP enables people to experience working more effectively with others through a pre-built Web site solution, called SharePoint Team Services, that will help them manage team projects and activities; brings all their communication tools like Hotmail and Instant Messenger together in one place; and revolutionizes the document editing and review process.
- *Solutions Experience* - Organizations can also use Office XP as a solutions platform by building flexible and reliable business solutions that leverage the familiar Office user interface. Office XP is also an information hub that will enable people to harness information from multiple locations by linking them to relevant resources when they need them, helping them find information more easily through advanced search capabilities, and offering integrated Web services that are tightly integrated into Office XP.

How will customers be able to obtain copies of Office XP?

Office XP will be available via volume licensing, certain OEM machines, and in retail.

What are the system requirements?

System requirements will be announced closer to availability.

Will any changes be made to the product? Is this the final code?

This is the final Office XP code that will be delivered to manufacturing.

What are your sales forecasts for Office XP? What has been the projected demand for the product?

We expect Office XP to be a popular product, based on the customer feedback we've received to date and because there are a large number of significant innovations and improvements that apply to any type of worker - from the individual to the IT administrator. We don't share specific sales forecast numbers.

How do you expect Office to continue to grow?

Customer's needs continue to evolve and people still face tasks every day that aren't simple enough; such as copying and pasting information into multiple documents or trying to collaborate on documents with other people. We have found that people weren't using many of the features in their current Office product, because they couldn't find the feature or didn't know it existed. Office XP makes it extremely easy for individuals to experience major productivity improvements through features that solve these needs. And, people were still losing their documents if a computer error occurred. We've added features to virtually assure people that they won't lose their documents to any type of computer "crash". We've also continued to add compelling, new, advanced features for developers and IT administrators to make Office XP a true development platform that is easy to deploy, as well as other significant IT benefits.

What about a .Net version of Office, shouldn't customers wait for that since it will incorporate more Web services?

Customers should not wait for .NET, because Office XP can offer them significant new advancements and innovations. Office XP takes productivity to the next level by enabling new experiences that allow people to richly communicate, collaborate, and harness and re-use information in an integrated manner. Office XP also begins to incorporate Web services like Smart Tags and SharePoint Team Services, which is an important step toward delivering on our .NET vision. Office XP can be a knowledge hub for people, where they can easily access information from a variety of sources, use additional services, and communicate with other people.

How stable is Office XP?

Office XP is the most stable Office product that we've ever shipped. It has been extensively tested by our internal testing team and external beta testers. We're very pleased with the level of stability and reliability that we are shipping with Office XP.

What new multi-language features are included?

The multi-language pack now includes a new setup wizard, language settings improvements, and features that make it easier to deploy the multi-language packs.

What languages will be available?

The same languages that are available for Office 2000 will be available for Office XP.

What has the customer feedback been so far?

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Customer feedback on Office XP has been tremendously positive. Customers are enthusiastic about Office XP and have recognized the benefits Office XP provides, including:

- 1) With Office XP, customers will be able to easily use and control a broader set of Office features and effortlessly access information from multiple sources, enabling them to quickly create and deliver professional information and improve their overall productivity.
- 2) Customers will also be able to easily work with other people through new email-based document collaboration and annotation technologies, as well as a new pre-built team Web-site solution called SharePoint Team Services.
- 3) Organizations can also use Office XP as a solutions platform by building flexible and reliable business solutions that leverage the familiar Office user interface.

How many customers are currently evaluating Office XP?

Our corporate preview program will enable 500,000 customers to evaluate and preview Office XP. Thousands of customers are already evaluating Office XP, in addition to the 10,000 beta testers that helped shape the product.

It's been rumored that the Office XP Professional suite will include Word, Outlook, Excel, PowerPoint, Access and FrontPage, as well as various multi-language packs. Is this true?

We haven't announced our product line-up at this time.

Will the subscription model and the traditional retail model of Office XP be available simultaneously?

The subscription model of Office represents an additional option for how office workers and home users will be able to purchase Office XP. These details haven't been announced yet. We will follow up with you when this information is announced.

Do I have to register to use Office XP?

Customers will need to activate the software by providing their country name and product identification number, but they don't have to provide any identifying information.

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