

**From:** Kees Pronk  
**Sent:** Tuesday, February 13, 2001 9:53 PM  
**To:** Ken Myer; Joseph Krawczak; John Vail; Guy Gilbert  
**Subject:** FW: EMEA Tech Guarantee

**Importance:** High

All support from your side for the Dutch case/Kees is welcome.  
We really need the US model/date.

Thxs in adv. Kees

-----Original Message-----

**From:** Erik Brown (EMEA HQ)  
**Sent:** dinsdag 13 februari 2001 18:01  
**To:** EMEA General Managers; EMEA Subsidiary Marketing Leads  
**Cc:** Bill Henningsgaard; Peter Williams (EMEAHQ)  
**Subject:** EMEA Tech Guarantee

I have been receiving several questions regarding the FPP Tech Guarantee for Office XP. I would like to confirm that this should only be offered from May 1st in EMEA.

The reason for this timing is to coordinate with the publishing of Office XP on the Select and Open pricelists. There has been a WW decision not to offer Tech Guarantees to volume licensing customers - see attached mail from Bill Henningsgaard. Given this it was felt (and confirmed by subsidiary feedback) that we should on no account treat our volume licensing customers worse than FPP customers. If we were to offer FPP customers a Tech Guarantee before Office XP was orderable through Select/Open then we would stall our VL business, and create customer dissatisfaction.

If subsidiaries have already made channel commitments assuming an April 1 tech-guarantee they should contact me individually to work out a solution.

Erik

-----Original Message-----

**From:** Laurent Delaporte (EMEA HQ/PARIS)  
**Sent:** Freitag, 9. Februar 2001 18:16  
**To:** EMEA Small Business Managers Extended; EMEA Subsidiary Marketing Leads  
**Cc:** Joseph Krawczak; Bill Henningsgaard; Simon Witts; ITL European Headquarters Staff  
**Subject:** One Stop for Office Pricing & Licensing

We have centralized all informations regarding Office XP pricing, licensing, communication dates for EMEA in one central location. We will continue to update the sites as required.  
So please come and visit [\emeahq](http://\emeahq) <file://\emeahq> or directly the eprice site below.

Will you want to add any info relevant to the site please communicate with **Peter Williams**



Office and EA  
renewals

<http://wgw1/eprice/docs/products/officexp/>>

<<http://wgw1/eprice/docs/products/officexp/>>

**XP Price Publication Plan**  
**XP License**  
**Price**  
**Publication**  
**Price Effective**  
**Code Availability**

Plaintiff's Exhibit

6928\_H

Comes v. Microsoft

HIGHLY  
CONFIDENTIAL

MS/CR 0028330  
CONFIDENTIAL

**FPP**  
**March 15**  
**March 15**  
**May 31 (street)**  
**OPEN**  
**May 01**  
**May 01**  
**May 01 (WWF)**  
**SELECT**  
**March 25**  
**May 01**  
**April 15 (Select CD)**

**HIGHLY  
CONFIDENTIAL**

**MS/CR 0028331  
CONFIDENTIAL**