From: GNORRIS --AUSVM1 Date and time 07/19/95 15:44:16
To: GNORRIS --AUSVM1

From: Garry D. Norris
Program Director, Software Strategy & Vendor Relations
IBM Personal Computer Company
Subject: Microsoft Briefing

POINTS TO MAKE:

- THERE HAS BEEN VERY LITTLE PROGRESS OVER THE LAST TWO WEEKS
- THE IBM TEAM HAS PUSHED THE MCSFT TEAM HARD TO CLOSE THE REMAINING ISSUES
- MCSFT TEAM HAS BEEN NON RESPONSIVE
- EVEN ON THE SMALLEST OF ITEMS WE HAVE MADE NO PROGRESS
- NO SENSE OF URGENCY
- CANCELLATION OF MEETINGS
- NOT DELIVERING FAXES WHEN PROMISED
- SENT OUR CHANGES ON JUNE 29, REQUESTED THEIRS AND DID NOT RECEIVE UNTIL NOON TODAY IN WRITING
- THEY HAVE BEEN ACTING ON A PART TIME BASIS AND DISJOINTED MANNER
- TAKING DAYS TO GET SIMPLE ISSUES RESOLVED

ACTION WANTED:

DEDICATED AND AUTHORIZED DECISION MAKING TEAM IN PLACE TO RESOLVE THE REMAINING ISSUES STARTING AT NOON EASTERN TIME TOMORROW TOGO UNTIL MIDNITE FRIDAY IF NECESSARY.

ISSUES:

- 12D - PATENT INFRINGEMENT - HIGH LEVEL MEETING TONITE BY MCSFT. NO NOTIFICATION TO IBM UNTIL THURSDAY AM
- SUB CONTRACT MANUFACTURING- IBM MUST POST $10 MILLION BOND/VENDOR. NO DEFINED RULES OR TERMS AS TO WHEN BOND IS FORFEITED, ETC.
- BACK UP AND RECOVERY - 18 OPEN ITEMS WITH THEIR BUREACRATIC PROCEDURES
  - WILL NOT ALLOW RECOVERY DISKETTE TO BE SENT FOR CDT OR THINKPAD SYSTEMS UNLESS SHIPPED WITH THE SYSTEM LIKE APTIVA
  - WILL NOT ALLOW A CD TO BE SENT IF THE CUSTOMER DAMAGES THE ORIGINAL (IF CRUSHED OR DEFECTIVE)

PENGAD-Bayonne, N.J.
GOVERNMENT EXHIBIT
2199

- WILL NOT ALLOW A USER TO RESTORE ON THE PORTION OF THE DRIVE THAT MAY HAVE BEEN DAMAGED. WILL FORCE USER TO REPLACE ENTIRE CONTENTS OF HARD DRIVE, EVEN IF USER ONLY NEEDS TO RESTORE ONE FILE

- STILL FORCING US TO SHIP A WINDOWS95 SALES CD WITH EVERY BACKUP SENT

11400 Burnet Road
Austin, Texas 78758
T/L 793-2170 or 512 823-2170
FAX: T/L 793-3155 or 512 823-3155

- Payment & Reporting Frequency
- Backup & Recovery → Can't ship A CD to a CDT or Mobile Systems with CD's unless Bridged in Box

Bruce → Lotus Authority
→ Impact of Removing Level of warranty
- easy to change code
- hard to recognize
  - 64 CDT Imaging
  - 72 Consumer "
  - 128 Mobile "

- where do you want
  Me Tomorrow
- Kirkland Support Center