

**Text of Letter sent direct to end-users upon lapse of IBM Internet Security Systems
(IBM ISS) Services**

Dear Valued Customer,

The maintenance and support on one or more of your Internet Security Systems(IBM ISS) products is about to expire. If allowed to lapse, your current license key(s) will no longer enable you to receive critical security content updates and technical support.

Enclosed is your renewal quote. We encourage you to remit one of the accepted payment methods listed on the quote as soon as possible. Upon receipt of payment, we will e-mail you the necessary instructions to generate a new license key and the details of your renewed maintenance and support plan. To maintain uninterrupted maintenance and support coverage, please make sure you submit payment to IBM prior to your maintenance and support expiration date.

IBM wants to make sure it is easy for you to continue your access to our world class maintenance and support services. If you allow your maintenance and support coverage to expire, and at a later date wish to reinstate such maintenance and support coverage, such reinstatement may be subject to higher prices.