



3401 Hillview Avenue
Palo Alto, CA 94304
Phone: 650-427-5000

February 11, 2011

Important information regarding the TriCipher-VMware acquisition

Dear Customer,

On August 31, 2010, VMware acquired TriCipher. As part of the acquisition, we are making changes regarding the acquired products and we want to share this information with you.

End of Life and Technical Support Availability

VMware is announcing the immediate end of life for the following TriCipher products: TACS, TAG, IDTool2Go and MSB. Technical support and maintenance services for these products will cease on March 31, 2012 ("EOSL Date").

You may continue to obtain technical support and maintenance for these TriCipher products based on your currently active support and maintenance agreement with TriCipher or VMware until the EOSL Date. Support and maintenance will continue at the same Support Level Agreement (SLA) terms currently in place. Please continue to use the same support tools and methods for logging support cases.

Support Contract Renewals

If your current TriCipher support and maintenance contract expires prior to the EOSL Date, please contact VMware to renew the agreement. Technical support can be purchased until the EOSL Date to provide you with continued support coverage.

Migration Options for the TriCipher TACS Products

TriCipher/VMware and RSA, The Security Division of EMC, have collaborated on a number of customized transition proposals to assist you with a migration solution with minimal disruption. This transition includes promotional pricing offered to you as a customer of TriCipher. Your RSA representative will contact you in the next five business days to discuss your specific business requirements and various options. Your RSA representative is:

RSA rep: [rep name]

Email address: [rep email address]

Phone: [rep phone number]

Questions or Concerns? Contact Us

Please feel free to contact us at support@tricipher.com.

VMware values you as a customer, and we look forward to serving you in the future.

Sincerely,

Mark Ritacco

Vice President of Operations, VMware Global Support Services

