

December 15, 2010

Re: Attachmate commitment to Novell and SUSE products

Since the announcement of our intent to acquire Novell, we have received a number of questions regarding our plans for supporting Novell products. I know that during this period between the announcement and closing, there are more questions than answers, and I am sensitive to the challenges that this uncertainty may create for Novell customers and partners. I want to take this opportunity to be clear about the commitments we make to all of our customers.

Attachmate is committed to delivering quality products, providing exceptional customer service, and being easy to do business with. We are excited about the opportunity to make these same commitments to Novell customers after closing. To ensure that we do so, Attachmate will support the existing roadmaps and release schedules for products across the Novell and SUSE portfolios.

It is also important for our existing and future customers to know that we have a proven history of supporting our solutions throughout their product lifecycles. Our philosophy is to create options for customers to move forward, not force them to abandon products that have become critical to their operation and success. We will continue to invest in both the innovation of next-generation products and the nurturing of more mature and widely adopted solutions. We understand that our customers' success depends on having the flexibility to evolve and adopt new technologies at their own pace and cadence. We intend to support that need.

As we look forward to 2011 and beyond, our excitement continues to grow about the potential addition of Novell and SUSE to our portfolio and the opportunity that they create to deliver increasing value to our combined customer base. I look forward to sharing more details and specifics about those plans once the transaction has closed.

Sincerely,



Jeff Hawn
Chairman and CEO
Attachmate Corporation