

Letter to Nokia for Business Mobility and Voice End Customers

September 29, 2008

Dear Nokia for Business Customers,

Over the past several weeks, we have completed a thorough review of our approach in the business mobility and security markets and have decided to make some important changes in our strategy. Today, we are announcing changes in Nokia's business mobility strategy as well as future plans for Nokia's network security business unit.

We are in the advanced stages of a sale of Nokia's network security business unit to a financial investor. Under new ownership, we look forward to the continued success of the existing portfolio of Security products and services, and are excited about opportunity for this business to reach its full potential with an expanded range of products and services.

With regard to the Nokia Mobility suite products, Nokia will no longer develop or market its own behind-the-firewall business mobility solutions, namely Nokia Intellisync Device Management, File Sync, Application Sync and Behind-the-Firewall (BTF) Wireless Email. Nokia will instead focus on bringing best-in-class devices and solutions to market for business customers by forging strategic relationships with leading enterprise technology vendors.

Nokia will continue development of Nokia Intellisync Call Connect for Cisco and Nokia Intellisync Call Connect for Alcatel products and will continue to make these products available to Cisco and Alcatel for sale through their respective channels. However, Nokia will discontinue sales of those products through Nokia for Business distribution partners.

We realize that this discontinuation may have some impact on your operations and we are committed, to the extent possible, to minimize any significant negative impact resulting from this change. Though the Nokia Intellisync Mobility Suite of products itself will be discontinued on 31st October 2008 (End of Sale Date), we will continue to provide technical support to our resellers and end user customers throughout this transition and ramp-down. Details of the support for End of Sale (EOS) products are outlined below. Additionally, Nokia can recommend alternative solutions where needed to replace previous deployments, for example Mail for Exchange wireless email on Nokia devices.

We're sure that you will have many questions about these changes. We have set up a web page offering more information, including answers to frequently asked questions. We encourage you to visit this page at [www.nokiaforbusiness.com/mobilitynews](http://www.nokiaforbusiness.com/mobilitynews).

We are firmly convinced that, by focusing on our core competencies in mobile devices and experiences, together with key technology partners, we will be in an outstanding position to offer the best possible mobility solutions to our business customers.



Sincerely,  
David Petts  
Senior Vice President, Nokia Inc.

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## **Software Products Policy for Product End of Sale and End of Maintenance**

Nokia is strongly committed to our customers. From time to time, Nokia may discontinue the sale of existing products as we renew our portfolio. Our policy is to provide advance notice of the intent to discontinue a product. We will continue to offer technical support for discontinued products for a limited time.

This document is the Nokia Notification for Product End of Sale (EOS) and End of Maintenance (EOM) for the following Business Mobility software product: Nokia Intellisync Mobility Product Suite which includes: Behind-the-Firewall (BTF) Wireless Email, Nokia Intellisync Device Management, File Sync and Application Sync

### **EOS Support**

Nokia will offer support for EOS software products for a period of two (2) years after the EOS date. This two (2) year period is comprised of a one (1) year period of Full Remedial Support followed by a one (1) year period of Critical Security Fix Support. These support services are explained further below. Provided that the customer has migrated to the latest commercial Release of the software product and has a current support agreement, the above listed support services are comprised of the following support elements:

- **TAC Technical Assistance on Software** including trouble call response and resolution to contracted customers, resellers, distributors and First Call-Final Resolution support comprised of technical expertise and customer assistance
- **Nokia Support Web** access to product documentation and **Ask Nokia Knowledgebase**
- **Software Maintenance Releases** supporting full pre-EOS Release Functionality

### **Definitions:**

**Release:** A Software Release is any x.y enumerated Release. A Release can contain both new features and software corrections. Example: Product 7.0 is a Software Release. Product 7.1 is a Software Release and a successor Release to 7.0.

**Maintenance Release:** A Maintenance Release is any x.y.z enumerated Release that contains only software corrections. Example: Product 7.1.1 is a Maintenance Release.

**Full Remedial Support:** Customers receive full remedial support with the exception of requests for enhancements and cosmetic bugs. Maintenance Releases are created as needed, at Nokia's discretion, and distributed via the Nokia Support Web.

**Critical Security Fix Support:** Customers receive Technical Support and Maintenance Releases containing fixes for critical security vulnerabilities only, such as those posted by CERT/CC and other security alert coordination centers.

**EOS (End of Sale) Date:** The last date the product appears on the Pricelist and can be purchased.

**EOM (End of Maintenance) Date:** The last date the product will receive maintenance.

### **Schedule for Discontinued Product**

Notice Date: September 29, 2008

End of Sale Date: October 31, 2008

Last Date to Purchase Support (Essential 7x24, Access 5x12, Access 7x24): October 31, 2009

Last (possible) Date of Contracted Support/EOM Date: October 31, 2010

If you have questions regarding this EOS Notice, other Nokia Business Mobility products that have reached EOS, or Nokia Business Mobility contracted support, please contact your Nokia Account Representative.

Thank you.