Digital Equipment Corporation
Avard Road
Nashua, NH 03063-1260

Telephone: (603) 884-2427

January 4, 1996

Dear Digital StorageWorks™ Customer:

We are pleased to send you the HSOF Version 2.7 controller software that you requested. We value your business and are pleased you chose to maintain your Digital StorageWorks subsystem with the latest, highest performance software.

Your controller software is contained on the enclosed PCMCIA card. Please refer to the User's Guide and the enclosed Release Notes for full installation and operating instructions.

If your controllers are still in the one-year warranty period, or if you have contracted under the mandatory return option for Media and Documentation Distribution Services (MDDS), you must return all pre-version 2.7 cards within 30 days of your receipt of the version 2.7 software. The return of all older cards (those that you replaced with the new versions) will ensure that you remain listed in our software warranty update customer database.

The PCMCIA card return process is simple to use and is of no expense to you. Please follow the instructions on the back of this letter to return the card.

If your business requires that you retain the pre-version 2.7 PCMCIA cards and you have a mandatory return MDDS contract, please contact your local Multivendor Customer Services representative to purchase the appropriate service offering without the card return requirement. If your controllers are in the one-year warranty period and you must keep the older cards, please contact Don Melanson at Digital in the United States at telephone (603) 884-2427 or FAX (603) 884-3920.

If you have any questions, you may contact Don Melanson at the numbers above.

Thank you,

Digital's StorageWorks Support Team

HOW TO RETURN YOUR PCMCIA CARDS TO DIGITAL

Returns shipped from within the U.S.	Returns shipped from outside the U.S.
1. Place the cards that you are returning in the plastic sleeves and plastic carriers that the new cards arrived in.	1. Place the cards that you are returning in the plastic sleeves and plastic carriers that the new cards arrived in.
2. Seal the cards you are returning in the padded envelope provided and affix the enclosed DHL return air waybill to the outside of the envelope.	2. Seal the cards you are returning in the padded envelope provided and affix the enclosed DHL return air waybill AND commercial invoice to the outside of the envelope.
3. Call 1-800-CALL-DHL for pickup. State that this is a collect shipment.	3. Call the DHL office closest to your location to schedule pickup. The DHL country phone numbers are listed on the reverse side.
	4. To ensure a cost-free return, specify to DHL that you are shipping under Universal Account Number 953109300 collect to the United States.

DHL Customer Service Numbers

COUNTRY	CITY	CODE	SERVICE TELEPHONE
Argentina	Buenos Aires	BUE	54-1-343-1687
Australia	Sydney	SYD	61-2-317-8300
	Melbourne	MEL	61-3-93713333
	Canberra City	CBR	61-6-2804983
	Brisbane	BNE	61-7-32571233
	Pooraka	ADL	61-8-3710055
Bermuda	Hamilton	BDA	1-809-295-3300
Canada	Montreal	YUL	1-514-636-8703
	Ottowa	YOW	1-613-727-8232
	Quebec	YQB	1-418-683-9556
	Toronto	YYZ	1-416-280-9999
	St. Johns	YYT	1-709-747-8143
	Edmonton	YEG	1-403-890-4530
	Winnepeg	YWG	1-204-783-2252
	Victoria	YVR	1-604-278-3984
	Kitchener	YHM	1-416-240-9999
	Calgary	YYC	1-416-280-9999
Chili	Santiago	SCL	56-2-638-4502
Colombia	SantaFeDe Bogata	BOG	57-1-210-4511
Czech Republic	Progue	PRG	42-2-310-4111
Hong Kong		HKG	852-25822626
Hungary	Budapest	BUD	36-1-266-5555
Indonesia	Jakarta	JKT	62-21-8306677
Israel	Jerusalem	TLV	602-921-8831 (in U.S.)
	Herzliya	TVV	602-921-8831 (in U.S.)
Japan	Osaka	OSA	81-6-581-2580
	Tokyo	TYO	81-3-5479-2580
Jordan	Amman	AMM	962-6-818-352
Korea	Seoul	SEL	82-2-6644549
Macau		MCA	853-372828
Malaysia	Selangor	KUL	60-3-7574848
New Zealand	Napier	AKL	64-9-6365000
	Wellington	WLG	64-4-3877501
Singapore	Singapore	SIN	65-285-8888
South Africa	Kempton Park	PRY	27-12-3268801
Turkey	Yenimahalle	ANK	90-212-275-0800
	Istanbul	IST	90-212-275-0800
U.Arab Emirates	Abu Dhabi	AUH	971-4-373500