

August 1, 2003

Gary Bloom  
Chairman of the Board, President and Chief Executive Officer  
VERITAS Software, Inc  
350 Ellis Street  
Mountain View, CA 94043

RE: Veritas products on Solaris x86

Mr. Gary Bloom:

On January 1, 2003, I wrote a letter to Mark Bregman, Executive Vice President, Product Operations concerning a lack of Veritas products for Solaris x86. I am very troubled by his failure to answer my letters. Fearing that my first correspondence to him did not include my return address or that perhaps it was lost in the mail, on March 27, 2003, I sent him an additional letter via certified mail. After 4 months, I have yet to receive a response from him. I would greatly appreciate if you could inquire with him whether a reply will be forthcoming.

I am currently a consultant for one of the big 5 consulting firms and have been using and recommending Veritas Volume Manager along with several of your other products for over ten years. Veritas' failure to respond to my correspondence is not in keeping with the excellent customer service I usually receive from your company. Many of the members of the Sun Solaris x86 customer community are also anxiously awaiting his response.

I have attached the previous letters that I have sent to Mr. Bregman. I would like for Veritas to review my request.

Copies of the first letter can also be found on the following web sites:

[http://pbbruce.home.mindspring.com/veritas\\_letter.html](http://pbbruce.home.mindspring.com/veritas_letter.html)  
<http://advocacy.solaris-x86.net/>

These letters represent the views of a majority of the over 3000 users of the Yahoo hosted SolarisOnIntel discussion group (<http://groups.yahoo.com/group/solarisonintel/messages/>). I am certain that there are other groups like ours who would also hope that you would take the time to read the previous letters and address our concerns.

Thank you for your attention to this matter and I am looking forward to seeing your products introduced to a new segment of your customer community.

Sincerely

Phillip B. Bruce