

memorandum



Carleton S. Fiorina
Chairman & CEO
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

To
HP User Group Leaders and
Members

From
Carly Fiorina

Subject
Memo of Appreciation

Date
January 24, 2003

From the day we announced our plans to merge HP and Compaq we had one overarching objective – to build a company that could create greater value for our customers. And no company in the information technology industry has more customers than HP – more than 20,000 commercial and enterprise accounts, hundreds of thousands of small and medium businesses and tens of millions of consumers in more than 160 countries.

Understanding the needs of these customers is a huge undertaking, but that task is made easier by the active involvement of the HP user communities around the world. For as long as 40 years, you and your members have provided us with essential feedback on what we do well and where we need to improve, on technology challenges and directions as well as industry trends. You are in the IT trenches, using HP products and services every day to address your most important information technology needs, and you have made a commitment to work with HP and your fellow users to share your expertise, experiences and insight.

I want to take this opportunity to say thank you on behalf of the HP team. During the past few months, we have had the opportunity to meet with many of you at HP World, the HP Enterprise Technical Symposium and ITUG Summit. We understand how important these relationships are and the contributions you make to HP and your members through your commitment to communication and advocacy. Whether your heritage is with Digital or Tandem, Compaq or HP, you are a valued member of the extended HP family.

Based on my experiences with HP user groups, I believe we share a common purpose: to drive business and customer success through the application of innovative technology. After all, technology is not an end in itself; it is a means to an end. By working closely with our technical community, we can make sure that our products, services and solutions deliver the best return on information technology for our business customers.

As members of HP user groups, you are not only customers. You are also partners as well as advocates for HP and your companies. We appreciate your support and the commitment you've made to build an even stronger partnership. We share that commitment, and we look forward to working with you in the months and years to come.

Sincerely,

A handwritten signature in blue ink that reads 'Carly Fiorina'.