



Agilent Technologies

Dear customers,

This letter is intended to update you on the OpenLAB ECM RDS Application Programming Interface (API) and its position within the Agilent software and informatics portfolio.

APIs facilitate extensibility, integrations with 3rd party products, and are a key component in a complete software development ecosystem and as such Agilent recognizes the need to offer an officially supported version of the OpenLAB ECM API.

The Agilent OpenLAB ECM Software Developer's Kit (SDK) will be the first, officially supported resource and will be released November 1, 2008.

Agilent therefore considers the OpenLAB ECM RDS API feature complete and will conclude all related development activities, and support coverage, by December 31, 2011.

OpenLAB ECM RDS API Product Development

All product development work for the RDS API will be restricted to serious and critical defect fixes and infrastructure upgrades. No product enhancements, or integrations, are planned.

OpenLAB ECM RDS API Support Services

Agilent shall continue to deliver the current level of technical support services, for the OpenLAB RDS API, up until December 31, 2011, through the established channels and processes.

Customers wishing to receive support coverage, beyond the end-of-life program date, have the option to enter a custom service agreement with the Agilent Professional Services Organization.

OpenLAB ECM Software Development Kit

The OpenLAB ECM SDK will be the only, officially supported, developer's resource, for OpenLAB ECM, and will enable customer success through:

1. Clear and concise user documentation
2. Sample code and examples
3. Technical support services

The SDK also includes supporting documentation which outlines new function calls, which replace the previous calls in the RDS API, to ensure a seamless migration to the new SDK.

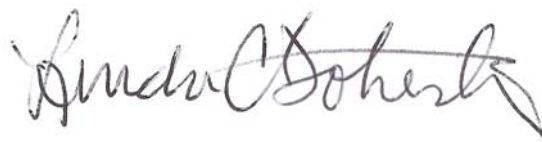
A Commitment to Customer Success

Agilent is committed to ensuring a smooth transition throughout the process. Please do not hesitate to contact your local Agilent representative should you have any questions, comments or concerns.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Jeff Louie', with a stylized, flowing script.

Jeff Louie
Director, Professional Services Organization
Global Software & Informatics Division

A handwritten signature in dark ink, appearing to read 'Linda Doherty', with a stylized, flowing script.

Linda Doherty
Marketing Manager
Global Software & Informatics Division