

Withdrawal Announcement

Eclipse iLM™ Version 1 August 1, 2011

On July 13, 2010, NEON Enterprise Software announces that it will withdraw support for Eclipse iLM Version 1, effective August 1, 2011. This product version is replaced by Eclipse iLM Version 2.

Contacting NEON

Please use the following procedures to contact NEON:

- For problems that need immediate attention, use the following telephone numbers to call Technical Support 24x7x365:
 - 1 888 338 6366 (U.S. and Canada)
 - +1 281 491 6366 (Outside the U.S. and Canada)
- E-mail Technical Support at support@neon.com. Technical Support responds to e-mail requests during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. CST. Outside of regular business hours, urgent requests should be made through telephone support.
- Visit our support web site at www.neon.com.



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