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## HP Service Desk Limited Support Program

**September 10, 2012:** HP Software announces a HP Service Desk Limited Support Program (the "Program").

The Program provides one (1) additional year of limited support until December 31, 2013. The Program is available only to customers who have a current HP Service Desk maintenance contract and have not yet committed to or started their migration from HP Service Desk versions 4.5 or 5.1 to HP Service Manager.

Limited support under the Program is as follows:

- Reactive technical support which is 9x5 only, based on the time-zone in which your maintenance contract is based.
- 24x7 access to Software Support Online (SSO) with access to all HP Service Desk documents, existing patches and updates.
- The Program term is from January 1, 2013 through December 31, 2013.
- No new fixes, patches or updates will be provided for HP Service Desk as a consequence of the Program.

In order to subscribe to the Program, you must contact your HP Software sales representative no later than December 1, 2012 to ensure that you have a new contract in place before your HP Service Desk maintenance contract expires on December 31, 2012.

Benefits provided to you by the Program:

- **Easier migration planning** - You now have additional time to assess and commit to migrating from HP Service Desk while retaining a level of support for the product.
- **Additional Support period** - You can continue to use HP Service Desk until December 31, 2013 knowing that HP Software will provide a level of reactive support for the product.

If you have questions about the Program or about license migration from HP Service Desk to HP Service Manager, please refer to your HP Software sales representative.

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