HP Software Services   June 1, 2009

[Network Automation

[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0, effective as of the dates set forth below.

This letter for NA 7.0, NAS 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 support customers worldwide, is to inform you of our end of availability and end of support plans.

End of Sale / End of Support
HP is committed to providing the highest level of customer care to you while you determine your future strategy for your NA 7.0, NAS 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
June 1, 2009	Version Obsolescence announced
August 1, 2009	End of Sale (no longer orderable or available for purchase)
January 31, 2010	End of Support
January 31, 2012	End of Self-Help Support

Please note that all NA 7.0, NAS 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 customers with active support contracts are eligible to upgrade to Network Automation 7.5 as a license upgrade.

While the NA 7.0, NAS 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products may continue to meet your immediate needs, HP recommends that all customers upgrade to Network Automation 7.5.

Please refer to attached Appendices A and B for definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

For more information
Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP Software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

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In addition, for technical assistance and information, please visit Software Support Online: **www.hp.com/managementsoftware/services**

HP once again wishes to thank you for choosing NA 7.0, NAS 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 as your preferred automation and network compliance software software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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Appendix A: Definitions

This product version obsolescence is covered by version 4.2 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: **www.hp.com/go/hpsoftwaresupport/support-lifecycle**

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HP Software product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HP Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP Software software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End-of-Support Date

End-of-Support Date is the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

Self-Help Support

Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HP's intent to communicate with affected HP Software product/product versions customers in a timely manner. However, there are cases where HP does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for

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the affected HP Software product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

APPENDIX B– End of availability NA 7.0, NAS 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 Product List

Product #	Description
T8972AJ	HP Network Auto 6.2 Win Japan SW Media
T8973AJ	HP Network Auto 6.2 Lin Japan SW Media
T8974AJ	HP Network Auto 6.2 Sol Japan SW Media
T8975AA	HP Network Auto 7.00 Win Eng SW Media
T8975AAE	HP Network Auto 7.00 Win Eng SW E-Media
T8975AJ	HP Network Auto 7.00 Win Jap SW Media
T8975BA	HP Network Auto 7.01 Win Eng SW Media
T8975BAE	HP Network Auto 7.01 Win Eng SW E-Media
T8990AA	HP Network Auto Remote ProxySvr SW LTU
T8990AAE	HP Network Auto Remote ProxySvr SW E-LTU
T8975BJ	HP Network Auto 7.01 Win Jap SW Media
T8976AA	HP Network Auto 7.00 Lin Eng SW Media
T8976AAE	HP Network Auto 7.00 Lin Eng SW E-Media
T8976AJ	HP Network Auto 7.00 Lin Jap SW Media
T8976BA	HP Network Auto 7.01 Lin Eng SW Media
T8976BAE	HP Network Auto 7.01 Lin Eng SW E-Media
T8976BJ	HP Network Auto 7.01 Lin Jap SW Media
T8977AA	HP Network Auto 7.00 Sol Eng SW Media
T8977AAE	HP Network Auto 7.00 Sol Eng SW E-Media
T8977AJ	HP Network Auto 7.00 Sol Jap SW Media
T8977BA	HP Network Auto 7.01 Sol Eng SW Media
T8977BAE	HP Network Auto 7.01 Sol Eng SW E-Media
T8977BJ	HP Network Auto 7.01 Sol Jap SW Media
T9253AA	HP NA Conn to SMARTS InCharge 3P LTU
T9254AA	HP Network Auto Conn toMicromuse3P LTU

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T9354AA	HP NA Connector for Remedy ARS SW LTU
T9355AA	HP NA Connector for CA Unicenter SW LTU
T9356AA	HP NA Connector forNortelOptivity SW LTU
T9410AA	HP NA Core for Fallover SW LTU
T9411AA	HP NA Core for Development SW LTU
T9412AA	HP NA Core for Disaster Recovery SW LTU
T9413AA	HP NA Core w/MM for Development SW LTU
T9414AA	HP NA Satellite Disaster Rec. Svr SW LTU
T9415AA	HP NA NNM Conn. for Disaster Rec. SW LTU