

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com



April 1, 2014

Addressee's Name
Addressee's Title
Company Name
Street Address
City, State ZIP

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server effective as of the dates set forth below.

This letter is for HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server support customers worldwide, to inform you of our 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 HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
April 1, 2014	Product discontinuance announced
June 1, 2014	End of sale (no longer orderable or available for purchase)
May 31, 2017	End of Support for HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server

Customers are encouraged to contact NiCE IT Management Solutions GmbH directly for license purchase and support at support@nice.de.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server product numbers.

More information

© 2013 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to hp.com/go/software

April 1, 2014

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.

In addition, for technical assistance and information, please visit Software Support Online: hp.com/go/hpssoftwaresupport

HP once again wishes to thank you for choosing HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

hp.com/go/hpssoftwaresupport/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 products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update

© 2013 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to hp.com/go/software

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.

APPENDIX B: Affected Product SKUs

SKU	Product Description
TB037AAE	HP Ops SPI for BlackBerry E Sv SW E-LTU
TB038AAE	HP Ops SPI BlackbBerry E Sv DV SW E-LTU
TB039AAE	HP Ops SPI BlackBerry E Sv NPFO SW E-LTU