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

hp.com

July 23, 2014

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

Dear HP Software Customer,

Thank you for being a Hewlett-Packard (HP) Software customer and using the
HP Smart Plug-In for IBM DB2/UDB 3.8x software.

This announcement supersedes the earlier announcement made on Software Support
Online for HP Smart Plug-In for IBM DB2/UDB 3.8x End of Committed Support (EOCS) date
of September 30, 2014.

In response to customer feedback and in demonstration of our commitment to you, HP
will extend the EOCS date of HP Smart Plug-In for IBM DB2/UDB 3.8x from September 30,
2014 to September 30, 2015. This extension will allow you more time to stabilize your
businesses and IT so that you can realize the greatest return on investment.

HP Smart Plug-In for IBM DB2/UDB 3.8x will continue standard support without
interruption or price uplift until September 30, 2016.

Please contact your HP renewal sales representative or HP software business partner for
more information.

End of Support

End of Support time line is:

Date	Program Activity
September 30, 2015	End of Committed Support for HP Smart Plug-In for IBM DB2/UDB 3.8x
September 30, 2017	End of Extended Support for HP Smart Plug-In for IBM DB2/UDB 3.8x
September 30, 2019	End of Self-Help Support for HP Smart Plug-In for IBM DB2/UDB 3.8x

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Smart Plug-In for IBM DB2/UDB 3.8x product numbers.

More information

Should you have any questions about this EOCS extension 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/hpsoftwaresupport

We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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

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/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 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 that product version to support current or future operating systems, operating system versions or hardware platforms.

End of Committed Support Date
End of Committed Support (EOCS) 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). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support
Extended Support is provided on customer request for an additional 2 years after End-of-Committed Support (EOES) Date. Extended 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.

Extended Support is limited to:
• Around the clock self-solve support

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• Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

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 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: Affected Product SKUs

SKU	Product Description
BA180AA	HP SPI IBM DB2 Tier 4 Software LTU
BA180AAE	HP SPI IBM DB2 Tier 4 SW E-LTU
BA181AA	HP SPI IBM DB2 Tier 3 Software LTU
BA181AAE	HP SPI IBM DB2 Tier 3 SW E-LTU

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BA182AA	HP SPI IBM DB2 Tier 2 Software LTU
BA184AAE	HP SPI IBM DB2 Tier 0 SW E-LTU
BA184AA	HP SPI IBM DB2 Tier 0 Software LTU
BA183AAE	HP SPI IBM DB2 Tier 1 SW E-LTU
BA183AA	HP SPI IBM DB2 Tier 1 Software LTU
BA182AAE	HP SPI IBM DB2 Tier 2 SW E-LTU
TD904AAE	HP Op SPI IBM DB2 Inst SW E-LTU

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