## Obsolescence announcement

Frequently Asked Questions

## **HP CMS OSS NNM Telco SPIs (Smart-Plug-in)**

Answer HP discontinues HP CMS OSS NNM Telco SPIs on Sept 30th 2015  Question Why is HP discontinuing HP CMS OSS NNM Telco SPIs?  Answer Because the new recommended solution is based on HP UCA (Unified Correlation Analyzer) with or without NNM  Question What is the End-of-Support date of HP CMS OSS NNM Telco SPIs?  Answer "Standard support" of HP CMS OSS NNM Telco SPIs will end on June 30th, 2015 As of these dates all customer support activities will cease, this includes:  *Telephone support  *Product upgrades and migrations  Question Whom can I contact if I have more questions with regards to this product discontinuance?  Answer Please contact your Local CMS Sales representative.  Question I received this communication but I am not using the HP CMS OSS NNM Telco SPIs. Do I need to do anything?  Answer No, nothing to do but we recommend you to double check the rest of your solution components. Make sure you are not using any discontinued product. All OSS Assurance obsolescence information is available on http://support.openview.hp.com/encore/cms-products.jsp  Question Are there any other key dates I need to be aware of?  Answer Support extensions can be proposed under specific conditions, please contact your local CMS soles representative.  Question What are my discontinuance options?  Answer Customers are encouraged to contact their local HP CMS sales representative for help in determining migration options that meet their business needs.  Question Should there be a defect with a version of the discontinued software for HP CMS OSS NNM Telco SPIs which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?  Answer HP may choose to offer defect fixes at a premium price, depending on the feasibility and available resources.  Usestion If I am on a support contract, what will I be entitled to?  You should have received a notification from your local HP CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and successful	Question	When is HP discontinuing HP CMS OSS NNM Telco SPIs?
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Answer HP CMS Solution Services can provide migration assistance as a services engagement.	Question	What migration services are available to help me migrate?
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For more information please contact you HP CMS Sales representative.

If you do not have a current HP CMS Sales representative, please contact HP TeMIP Product Management (temip-product-management@hp.com).

## Shobha Srikantapuram Venkobarao and Dutta, Biswadeb,

## HP OSS TeMIP Product Management HP Communications and Media Solutions

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