

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

hp.com



December 5, 2014

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

Dear HP Software Customer,

As of September 27, 2014, the agreement between Hewlett-Packard (HP) and Perfecto Mobile to sell the HP UFT Mobile product has been terminated. As a result of this, HP is announcing the product obsolescence of HP UFT Mobile effective as of the dates set forth below.

This letter is for HP UFT Mobile support customers worldwide, to inform you of our end of support plans and next steps to ensure your continued success with HP.

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 UFT Mobile products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
December 5, 2014	Product discontinuance announced
January 27, 2015	End of sale (no longer orderable or available for purchase)
Current Support Contract End Date	End of Support

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP UFT Mobile product numbers.

Product Support

Your implementation of HP UFT Mobile will continue to operate as it does today, with no changes. Your support contract will continue to be managed by HP until it expires and you will contact the HP support organization in the same manner as you do today. When your

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

contract expires, we encourage you to renew support with Perfecto Mobile. Perfecto Mobile will provide updates to their product(s) to you as long as you have an active support contract with Perfecto Mobile. Alternatively, you can work with your HP sales representative to investigate the HP Mobile Center offering (see below).

HP Mobile Center

Customers also have the option to buy HP Mobile Center. HP Mobile Center

HP Mobile Center, is a new on-premise software solution for testing mobile application functionality and performance across real-world network conditions on real-devices. The solution is designed to allow customers to deliver high-quality mobile applications and ensure a consistent, positive user experience under any circumstance. HP Mobile Center will allow customers to:

- Support simulated and real-world testing to best understand usability, design and defects across any device, OS or network.
- Understand when transactional services are working securely and properly.
- Measure and simulate the impact of load using a combination of real devices and virtual users, for realistic assessment.
- Gain insight into how end customers are using the application to get actionable data to improve development.
- Determine response times, speed and quality of an application across real world devices.
- Accurately capture and share critical defect information of a device.
- Integrate mobile testing into existing application life cycle management (ALM) infrastructures.

About Perfecto Mobile

Perfecto Mobile is transforming the way enterprise organizations go mobile, enabling them to develop, test, deploy and monitor their mobile applications and services and go-to-market with confidence. Perfecto Mobile's cloud-based MobileCloud™ Platform and end-to-end mobile quality product suite enables users to remotely access a large selection of real mobile devices connected to local cellular networks around the world and leverage them throughout the mobile application delivery lifecycle – from development, functional and performance testing to monitoring and support. The MobileCloud™ is available either as an enterprise private cloud or a sharable public cloud.

More than 1,500 customers, including the top Fortune 100/500 across the banking, insurance, retail, telecommunications and media industries rely on Perfecto Mobile to optimize mobile time-to-market, customer engagement, risk mitigation and costs and continuously serve their mobile users with confidence.

December 5, 2014

If you have further questions, or for more information, please contact:

Ravit Danino, Product Manager for Functional and Mobile Testing

ravit.danino@hp.com

or

Guy Vachtel

guyv@perfectomobile.com

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.

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

HP once again wishes to thank you for choosing HP UFT Mobile. 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 4.4 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 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
TJ604AAE	Perfecto FM for HP UFT 4 Cradle SW E-LTU
A7X83AAE	Perfecto FM/HP UFT Cdl 1-4 1Y SW E-LTU
A7X84AAE	Perfecto FM/HP UFT Cdl 8-12 1Y SW E-LTU

A7X85AAE	Perfecto FM/HP UFT Cdl 16-20 1Y SW E-LTU
A7X86AAE	Perfecto FM/HP UFT Cdl 24-28 1Y SW E-LTU
A7X87AAE	Perfecto FM/HP UFT Cdl 32+ 1Y SW E-LTU
A7Y34AAE	Perfecto MCE for HP UFT 2C 1Y SW E-LTU
A7Y29AAE	Perfecto FM/HP UFT Cdl 1-4 3Y SW E-LTU
A7Y30AAE	Perfecto FM/HP UFT Cdl 8-12 3Y SW E-LTU
A7Y31AAE	Perfecto FM/HP UFT Cdl 16-20 3Y SW E-LTU
A7Y32AAE	Perfecto FM/HP UFT Cdl 24-28 3Y SW E-LTU
A7Y33AAE	Perfecto FM/HP UFT Cdl 32+ 3Y SW E-LTU