

March 1, 2002

Dear HP OpenView TMN Customer,

If you are using HP OpenView Telecom Corba or HP OpenView Corba Gateway, this message is for you!

In order to assist you with your future TMN management software planning, Hewlett-Packard would like to inform you of our plans to discontinue sales of HP OpenView Telecom Corba and HP OpenView Corba Gateway as set forth below ("Discontinued Products"). The Discontinued Products will be available for purchase until August 31, 2002 ("Obsolescence Date"), at which time they will be removed from Hewlett-Packard's price list. They have entered discontinuance support life ("Discontinuance Support"), with support ending at the Support Life End Date indicated below. The Discontinued Products are:

Obsolescence Date	Support Life End Date	Product Numbers	Product Description
08/31/02	04/30/03	J4761AA, J4762AA	OV Corba Gateway
08/31/02	04/30/03	J1335EA, J1336EA, J1189EB, J1186EA, J1187EA	OV Telecom Corba

Hewlett-Packard will provide support for these products until April 30, 2003, or until the last customer support contract expires if that occurs first.

During the period of Discontinuance Support, the software will be maintained by providing workarounds and defect fixes. After April 30, 2003, the products will be obsolete and Hewlett-Packard will provide no technical assistance and no defect fixes.

We recommend that customers ensure by 4/30/02 that their support contracts are up to date and that they migrate their applications before 4/30/03. Please contact your HP representative if you need any clarifications. If you do not have a current HP sales representative, please contact HP at 1-800-510-9895 (US/Canada), 1-408-447-7002 (International) or via email at sunset-support_sso-gss@hp.com.

Thank you for choosing HP OpenView TMN. We hope that you will continue to look to Hewlett-Packard for your future service management solutions.

Respectfully,

OpenView Software Division
TMN Product Team

Customer FAQ

As a TMN customer, how does this announcement affect me?

HP OpenView has made the decision to discontinue the TMN products. The discontinued products will not be enhanced any further. Product licenses can be purchased until the obsolescence dates mentioned in your letter. Product support will be available, on purchase or renewal of support contracts, until the Support Life End dates mentioned in your letter. After expiration of support contracts, HP will not provide any further technical assistance. This announcement should assist you in your future software planning for your service management needs.

Please contact your regional HP sales representative for further details. If you do not have a current HP sales representative, please contact HP at 1-800-219-5194 (US/Canada), 1-310-255-3030 (international) or via email at dsm-hotline@hp.com.

How does this affect my support contract?

Any existing HP support contract remains in place with HP for the terms of the contract. Please contact your regional HP sales representative if you have a support contract that extends beyond the Support Life End Date indicated in your letter.

Discontinuance Support will be provided for the TMN products until their Support Life End Date (or until the last TMN customer support contract expires, whichever comes first).

Please contact your regional HP sales representative for further details. If you do not have a current HP sales representative, please contact HP at 1-800-219-5194 (US/Canada), 1-310-255-3030 (international) or via email at dsm-hotline@hp.com.