

March 1, 2002

Dear HP OpenView TMN Customer,

## If you are using HP OpenView Distributed Management platform or HP OpenView Managed Object Toolkit, 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 Distributed Management platform and HP OpenView Managed Object Toolkit as set forth below ("Discontinued Products"). The Discontinued Products have entered discontinuance support life ("Discontinuance Support"), with support ending at the Support Life End Date indicated below. The products will continue to be available for purchase, until their Obsolescence date indicated below.

The Discontinued Products are:

<b>Obsolescence Date</b>	<b>Support Life End Date</b>	<b>Product Numbers</b>	<b>Product Description</b>
04/30/03	10/31/03	J1058DB, J1058EB	OV Telecom DM TMN Devkit
04/30/03	10/31/03	J1345AA, J1345BA, J1345CA	OV MOT Developers kit
04/30/03	10/31/03	J1379AB, J1379BB	OV Telecom DM TMN Devkit - OSIAM
10/31/03	04/30/05	J1055DA, J1055EA	OV Telecom DM TMN Manager Platform
10/31/03	04/30/05	J1061DA, J1061EA	OV Telecom DM TMN Agent Platform
10/31/03	04/30/05	J1380AA, J1380BA	OV DM TMN Agent Platform - OSIAM
10/31/03	04/30/05	J1224AA, J1225AA, J1224BA, J1225BA	OV TMN Library
10/31/03	04/30/05	J1346AA	OV Telecom MOT Agent Runtime
10/31/03	04/30/05	J1347AA	OV Telecom MOT Manager Runtime

Hewlett-Packard will provide support for these products for 3 years, until April 30, 2005 (except as noted above), or until the last customer support contract expires if that occurs first.

During the period of Discontinuance Support, Hewlett-Packard will provide workarounds, defects fixes and patches. If you have a current Developer Assistance support contract, you will continue to receive developer assistance until Oct 31, 2003. If your support contract includes Software Phone-in Assistance, you will continue to receive support from the HP Response Center during the Discontinuance Support period. After April 30, 2005, the products will be obsolete and Hewlett-Packard will provide no technical assistance and no defect fixes.

We recommend that customers ensure that their support contracts are up to date by 8/31/02 and that they migrate their applications before 4/30/05. Please contact your HP representative to discuss alternative products for your needs. 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](mailto: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](mailto: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](mailto:dsm-hotline@hp.com).***