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

hp.com

September 28, 2013

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of Route Analytics
Management Software (HP RAMS) effective as of the dates set forth below.

This letter is for HP RAMS support customers worldwide, to inform you of our end of
support plans.

End of Sale / End of Support

HP is committed to providing the highest level of customer care during your continued
use of HP RAMS products. Please read below for key timelines and support options that
are now available to you:

Date	Program Activity
September 28, 2013	Product discontinuance announced
November 25, 2013	End of sale (no longer orderable or available for purchase)
October 31, 2016	End of Support for HP RAMS

HP's contract to resell RAMS products is ending per November 28, 2013. HP will continue
to support the RAMS products until October 31, 2016. Customers can contact HP for
support until your maintenance contract expiration date or October 31, 2016, whichever
comes earliest. Customer can renew their support contract for RAMS until October 31,
2016, ultimately.

During this period, HP will continue to support RAMS customers, including support for bug
fixes and patches to the current RAMS products.

If the customer needs additional product licenses or new features, HP will transition them
to the original technology vendor, Packet Design, for the product and support services.

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Customers can also choose, at any time, to transition to Packet Design products and renew their maintenance contract with Packet Design.

Packet Design will honor HP customers' prior investments in RAMS product licenses.

Corporate Headquarters
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Website: http://www.packetdesign.com

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

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 RAMS. 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/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-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 Number	SKU Description
TB763BA	HP RAMS for DL3x0 G7 9.00 Eng SW Media
TB763BAE	HP RAMS for DL3x0 G7 9.00 Eng SW E-Media
TB763CA	HP RAMS 9.10 Eng SW Media

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TB763CAE	HP RAMS 9.10 Eng SW E-Media
TB763DA	HP RAMS 9.20 Eng SW Media
TB763DAE	HP RAMS 9.20 Eng SW E-Media
TD327AAE	HP RAMS SPI TE 0-100 Tunnels SW E-LTU
TD328AAE	HP RAMS SPI TE 101-5k Tunnels SW E-LTU
TD329AAE	HP RAMS SPI TE Unlim Tunnels SW E-LTU
TD651AAE	HP RAMS SPI TE 0-100 Tunnels NP SW E-LTU
TD652AAE	HP RAMS SPI TE 101-5KTunnels NP SW E-LTU
TD653AAE	HP RAMS SPI TE Unlim Tunnels NP SW E-LTU
T9434AAE	HP RAMS SPI for mBGP (25k) SW E-LTU
T9435AAE	HP RAMS SPI for mBGP (Ultd) SW E-LTU
T9448AA	HP RAMS SPI for mBGP (25k) NP SW LTU
T9448AAE	HP RAMS SPI for mBGP (25k) NP SW E-LTU
T9449AA	HP RAMS SPI for mBGP (Ultd) NP SW LTU
T9449AAE	HP RAMS SPI for mBGP (Ultd) NP SW E-LTU
T9453AAE	HP RAMS mBGP 5k+/5k prefix SW E-LTU
T9454AAE	HP RAMS mBGP 50k+/5k prefix SW E-LTU
T9455AAE	HP RAMS mBGP 100k+/5k prefix SW E-LTU
T9456AAE	HP RAMS Cust VPN Reports SW E-LTU
T9459AAE	HP RAMS mBGP 5k+/5k prefix NP SW E-LTU
T9460AAE	HP RAMS mBGP 50k+/5k prefix NP SW E-LTU
T9461AAE	HP RAMS mBGP 100k+/5k prefix NP SW E-LTU
T9462AAE	HP RAMS Cust VPN Reports NP SW E-LTU
T9425AAE	HP RAMS Route Recorder SW E-LTU
T9428AAE	HP RAMS Modeling Engine SW E-LTU
T9430AAE	HP RAMS 25-Routers SW E-LTU
T9431AAE	HP RAMS 100-Routers SW E-LTU
T9432AAE	HP RAMS Ultd-Routers SW E-LTU
T9433AAE	HP RAMS SPI for BGP SW E-LTU
T9436AAE	HP RAMS SPI for EIGRP SW E-LTU
T9437AAE	HP RAMS SPI for IS-IS SW E-LTU
T9438AAE	HP RAMS SPI for OSPF SW E-LTU
T9439AAE	HP RAMS Route Recorder NP SW E-LTU
T9442AAE	HP RAMS Modeling Engine NP SW E-LTU
T9444AAE	HP RAMS 25-Routers NP SW E-LTU
T9445AAE	HP RAMS 100-Routers NP SW E-LTU
T9446AAE	HP RAMS Ultd-Routers NP SW E-LTU
T9447AAE	HP RAMS SPI for BGP NP SW E-LTU
T9450AAE	HP RAMS SPI for EIGRP NP SW E-LTU
T9451AAE	HP RAMS SPI for IS-IS NP SW E-LTU
T9452AAE	HP RAMS SPI for OSPF NP SW E-LTU
T9457AAE	HP RAMS SPI for IPv6 SW E-LTU
T9463AAE	HP RAMS SPI for IPv6 NP SW E-LTU

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T9465AAE	HP RAMS SPI for MPLS WAN SW E-LTU
T9466AAE	HP RAMS SPI for MPLS WAN NP SW E-LTU
T9426AAE	HP RAMS Flow Collector SW E-LTU
T9427AAE	HP RAMS Flow Analyzer SW E-LTU
T9429AAE	HP RAMS ME SPI for Traffic SW E-LTU
T9440AAE	HP RAMS Flow Collector NP SW E-LTU
T9441AAE	HP RAMS Flow Analyzer NP SW E-LTU
T9443AAE	HP RAMS ME SPI for Traffic NP SW E-LTU
T9458AAE	HP RAMS Flow Collector HiCap SW E-LTU
T9464AAE	HP RAMS Flow Collector HiCap NP SW E-LTU

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