



To: HP Tru64 UNIX® Customers

Date: February 26, 2003

Subject: Extensions to Tru64 UNIX Customer Support Services

Dear Valued Tru64 UNIX Customer,

HP is pleased to announce significant extensions to customer support services for the Tru64 UNIX operating system and TruCluster Server software. Your feedback was instrumental in this decision. Our goal is to be responsive to your support requirements while providing a practical upgrade path as your environment evolves.

Highlights of this announcement are:

- **Tru64 UNIX V4.0F and V4.0G:** Prior Version Support – Sustaining Engineering (PVS-SE) is now extended for two additional years, until September 30, 2005, giving customers more time to plan their upgrades.
- **Tru64 UNIX V5.0A:** As previously communicated, PVS-SE will continue until September 30, 2003.
- **Tru64 UNIX V5.1:** As previously communicated, Standard Support will end February 28, 2003. However, PVS-SE will be available from March 1, 2003 to February 29, 2004 to help customers move to the binary-compatible V5.1B.
- **Tru64 UNIX V5.1A:** Standard Support will end February 29, 2004. PVS-SE will be available from March 1, 2004 to February 28, 2005 to provide our V5.1A customers more time to plan and implement upgrades to the binary-compatible V5.1B.
- **Tru64 UNIX V5.1B:** We will sell Tru64 UNIX AlphaServer systems at least until 2006, with support at least until 2011. V5.1B with its associated enhancements will be supported during this timeframe. PVS-SE will not be required. *We therefore recommend V5.1B as the most economical, long-term platform of choice for Tru64 UNIX AlphaServer deployments.*

Please refer to the following web sites for more detail.

http://h18005.www1.hp.com/services/software/ss_tru64_unix.html - Tru64 UNIX Support Policy

http://h18005.www1.hp.com/services/software/ss_pvs_se_amap.html - Americas and Asia Pacific

http://h18005.www1.hp.com/services/software/ss_mps_pvs_eur.html - Europe

Thank you again for your business and continued loyalty.

Sincerely,

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