

Tru64 UNIX Software Technical Support Service

Hewlett Packard will provide software technical support for Tru64 UNIX operating system software for the latest, currently shipping version and the immediate prior version of the product. Each version will be supported for 12 months from its release date, OR until the release of the 2nd subsequent version, whichever is greater. "Version" is defined as a consolidated release containing new features, enhancements and/or fixes.

Current version support (Standard Support) and Prior Version Support - Sustaining Engineering (PVS-SE) for the Tru64 UNIX operating system will be provided for its versions in accordance with the Tru64 UNIX Operating System Chart below. This chart will be updated regularly to reflect new version release dates and end-of-service for previous versions.

Tru64 UNIX Operating System Support Chart

Tru64 UNIX Version	Release Date	Standard Support End Date	<u>Begin</u> Date for PVS-SE	End Date for PVS-SE
V4.0F	May 1999	Sep 30, 2002	Oct 1, 2002	Jun 30, 2007
V4.0G	Jun 2000	Sep 30, 2002	Oct 1, 2002	Jun 30, 2007
V5.0A	Apr 2000	Sep 30, 2002	Oct 1, 2002	Sep 30, 2003
V5.1	Sep 2000	Feb 28, 2003	Mar 1, 2003	Feb 29, 2004
V5.1A	Sep 2001	Jan 31, 2004	Mar 1, 2004	Jun 30, 2007
V5.1B	Dec 2002	Aug 6, 2004	NA	NA
V5.1B-1	Dec 2003	Jun 30, 2005	NA	NA
V5.1B-2	Aug 2004	Dec 22, 2006	NA	NA
V5.1B-3	Jun 2005	TBD – minimum 42 months of support		
V5.1B-4	Dec 2006	TBD – minimum 42 months of support		

Prior Version Support –Sustaining Engineering (PVS-SE) provides full remedial support including elevation to HP Tru64 UNIX Engineering for problem resolution. For products supported under PVS-SE, fixes will be provided on the latest patch kit only. Customers requiring support on patch kits or releases that are no longer supported should contact their HP Representative to determine if extended sustaining engineering support is available and under what terms and conditions such extended support may be purchased.

Alpha Server SC configurations are specified through their support statements. Please contact your HP Representative, Customer Response Center, or contract administrator for additional details.