

December 2014

To: CA Endeavor® Software Change Manager Customers  
From: The CA Technologies CA Endeavor Software Change Manager Product Team  
Subject: End of Service Announcement for CA Endeavor Software Change Manager Version 16

CA Technologies is continually working to improve our software and services to best meet the needs of our customers. In accordance with our CA Support Policy and Terms (<https://support.ca.com/>), please consider this letter your written notification that we are discontinuing support for CA Endeavor Software Change Manager Version 16 beginning June 30, 2016. This will allow our Development organization to more effectively focus its resources on and add value to the next release of CA Endeavor Software Change Manager.

At this time, we encourage you to plan for the migration to CA Endeavor Software Change Manager Version 17 as soon as possible, so you can take full advantage of the latest new features and enhancements this release has to offer. For additional information on CA Endeavor Software Change Manager, please visit the CA Endeavor Software Change Manager pages at CA Support Online (<https://support.ca.com/>).

As CA Technologies would like to help make your upgrade to CA Endeavor Software Change Manager Version 17 as straightforward and successful as possible, we are offering the following:

- A no-charge software upgrade from CA Endeavor Software Change Manager Version 16 to CA Endeavor Software Change Manager Version 17 for any customer with an active maintenance contract.
- Documentation to help prepare you for your upgrade to CA Endeavor Software Change Manager Version 17 can be viewed at CA Support Online (<https://support.ca.com/>).
- CA Services is available to provide consulting services for any or all parts of the upgrade, including analysis of the current system, preparation for the upgrade, testing, and performing the upgrade itself. Please visit [www.ca.com/services](http://www.ca.com/services).
- CA Technologies is committed to providing superior support to our customers using our technology solutions. CA Extended Support, one of the CA Technologies support offerings, is designed to extend support for CA Technologies software product versions or

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releases that have reached their End of Service Date. CA Extended Support may be available for a defined period not to exceed 18 months from the End of Service Date. Please visit our website, CA Support Online (<https://support.ca.com/>), for more information.

If you have any questions regarding the support schedule, please contact CA Endevor Software Change Manager CA Support at CA Support Online (<https://support.ca.com/>), your local CA Account Manager, a member of the Customer Success Team, or CA Customer Care online at <http://www.ca.com/us/customer-care.aspx> where you can submit an online request using the Customer Care web form: <https://communities.ca.com/web/guest/customercare>. You can also call CA Customer Care at +1-800-225-5224 in North America or see <http://www.ca.com/phone> for the local number in your country.

Your success is very important to us, and we look forward to continuing our successful partnership with you.