



Enterprise Products – End of Life Policy

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To ensure McAfee delivers the most innovative and cost effective products, McAfee may periodically elect to discontinue specific products. This document describes McAfee's intended communication and transition plans for any discontinued product. The policy is intended to provide our customers with the sufficient information to confidently plan the evolution of their environment to migrate to replacement technologies.

The End of Life (EOL) process begins with the formal notification of the End of Sale (EOS) date. McAfee will provide an official timeline describing the product discontinuation plans. Additionally, McAfee will provide recommendations and alternatives for customers to transition from the EOL product. During the EOL period, McAfee will meet existing customer support agreements.

Key EOL dates and information will be posted on the McAfee Technical Support ServicePortal web site at: https://mysupport.mcafee.com/eservice_enu.

McAfee EOL Software Support Policy

This policy applies to all software-only product offerings from McAfee. For Generally Available products, customers can purchase up to three years up front and the service level of the support contract will be McAfee's Full Service Software Support (FSSS). When a software product transitions to the EOL period, at McAfee's discretion, Custom Software Support (CSS) may be available for purchase.

- McAfee will exercise commercially reasonable efforts to provide six months' notification prior to the effective EOS date.
- FSSS will continue for a maximum of one year after the effective EOS date.
- At McAfee's discretion, CSS may be available for purchase, for up to two years after FSSS has ended. To be eligible for CSS, the customer must have a current and continuous support contract in place.

McAfee EOL Hardware Support and Software/Hardware Support Bundles Policy

This policy applies to hardware, firmware, and software components of McAfee's hardware, appliances or software/hardware bundles (collectively referred to as hardware). For Generally Available products, customers can purchase up to five years up front and the service level of the support contract will be McAfee's Full Service Hardware Support (FSHS). When a hardware product transitions to the EOL period, the support provided during the fourth and fifth years support service levels will be limited.

- McAfee will exercise commercially reasonable efforts to provide six months' notification prior to the effective EOS Date.
- Support contracts can not extend past the published EOS date.
- FSHS will continue for five years after the EOS Date. Support service levels will be limited in the fourth and fifth years.

Summary

	Software Products	Hardware Products
Generally Available products: amount of support able to be purchased up front	Three years. Four years for Protect Plus License products.	Five years.
EOS notification	Six months.	Six months.
Amount of Full Service Support (FSS) able to be purchased once EOS has been announced.	One year.	Varies. Support contracts cannot extend past the published EOS date.
Is FSS limited?	No.	Yes. Support Service Levels may be limited in the fourth and fifth years.
Custom Support available after FSS end date	Yes, at McAfee's discretion up to two years. Available for purchase.	No.

Definitions

<i>EOL Period</i>	The EOL Period refers to the timeframe beginning with the day that McAfee notifies its intentions to discontinue a product until the last date that the product is formally supported by McAfee. In general, after the EOL Period is announced, product enhancements are not made.
<i>General Availability</i>	The product is generally available for sale on current McAfee Price Books and there has been no EOS Notification.
<i>EOS Notification</i>	The notification that establishes when the discontinued product will no longer have General Availability. EOS Notification begins the EOL process. Support contract end dates can not extend past the EOS date.
<i>EOS Date/End of General Availability</i>	The date when a product is no longer available for purchase from current McAfee Price Books. This date determines the EOS.
<i>End of Support</i>	The last day that the product is supported according the terms of McAfee's standard support offering.
<i>Content Updates</i>	Content updates include the relevant detection information such as DATs, signature files, anti-spam and anti-spyware signatures, or IntruShield intrusion prevention signatures.
<i>Custom Software Support</i>	An individually negotiated software support contract, requiring a McAfee approved quote for a product where EOS has been announced. CSS requires the final release of software for the product. To be eligible for CSS, McAfee Technical Support coverage must be

continuous. CSS will provide commercially reasonable effort work around solutions and within the following conditions:

- The technology remains supportable according to McAfee and,
- The platform it operates on is supported by our OEM technology partner (where applicable).

Full Service Software Support

After EOS has been announced, FSSS includes available maintenance and technical support. Security updates and maintenance will continue until End of Full Service Support.

To receive Full Service Support McAfee may require that the latest software product versions, service pack, DAT and signature files, and scan engine (where applicable), are deployed.

Full Service Hardware Support

After EOS has been announced, FSHS includes hardware warranty, escalations, patches and maintenance releases, product updates, content updates, and available maintenance and technical support.

To receive Full Service Hardware Support McAfee may require installation of latest software/firmware and/or content updates. These elements are introduced by McAfee to add features and resolve issues. If any element is not at a current version, then the total product configuration may not be supported. McAfee will provide a version of software that will provide the functionality as outlined in release notes of the product.

When a hardware product transitions to the EOL period, the support service levels provided during the fourth and fifth years of a support contract will be limited. Limited Hardware Support includes limited hardware warranty, Severity 1 bug fixes, and content updates. Software and firmware features and functionality will not be enhanced. Major software updates are not included. Hardware support might be reduced to limited service levels. In the event the latest release of supported software requires a new hardware platform the client may be given an opportunity to purchase a comparable platform. A hardware product will not be provided cost free if a newer version of the software does not run on the older hardware.

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